

Standard Operating Procedure (SOP)

Visitor Entry and Guest Management Procedures

This SOP details **visitor entry and guest management procedures**, including identification verification, access control, visitor registration, escorting protocols, safety briefings, confidentiality measures, and emergency response instructions. The goal is to ensure a secure, organized, and efficient process for managing guests while maintaining safety and compliance within the premises.

1. Purpose

To define standardized procedures for the entry, registration, management, and monitoring of visitors and guests within the premises, ensuring safety, security, and compliance with applicable regulations.

2. Scope

This SOP applies to all external visitors, vendors, contractors, and guests entering the premises, as well as employees responsible for managing and escorting visitors.

3. Responsibilities

| Role | Responsibility |
|------------------------------|---|
| Reception/Security Personnel | Register visitors, verify identification, issue badges, provide safety briefing, manage access control. |
| Host Employee | Pre-register visitors, escort guests, ensure compliance with company policies. |
| Visitors/Guests | Follow all security, safety, and confidentiality protocols; wear the provided identification badge; remain with host/escort at all times. |

4. Procedures

- Pre-Arrival Notification**
 - Hosts must pre-register visitors at least 24 hours in advance via the visitor management system.
 - Provide visitor name, purpose, date/time of visit, and contact details.
- Arrival and Identification Verification**
 - Visitors report to the main entrance and present a government-issued photo ID to security/reception.
 - ID is verified against the pre-registration list.
- Visitor Registration**
 - Visitor details are recorded in the visitor management log/system.
 - A visitor badge is issued, displaying visitor's name, company, host, and visit date.
 - Visitors sign confidentiality and safety acknowledgment forms, if required.
- Access Control**
 - Visitor badges must be worn visibly at all times within the premises.
 - Visitors are restricted to authorized areas only, as designated by the host.
- Escorting Protocols**
 - Hosts or their delegates must escort visitors at all times.
 - Unescorted access is prohibited unless explicitly pre-approved by management.
- Safety Briefing**
 - Reception/security provides a brief on emergency exits, alarms, and relevant safety practices.
 - Distribute safety and evacuation maps as needed.
- Confidentiality Measures**
 - Visitors must agree not to use mobile devices, cameras, or recording equipment in restricted areas.
 - All proprietary or sensitive information encountered must be treated as confidential.
- Emergency Response Instructions**
 - In the event of an emergency, visitors must follow host or emergency warden instructions and evacuate promptly to designated assembly areas.
- Departure and Check-out**
 - Visitors return badges at reception/security upon exit.
 - Their exit time is recorded and their presence is removed from the visitor log.

5. Documentation

- Visitor management system log

- Confidentiality and safety acknowledgment forms
- Pre-registration records

6. Review and Audit

The visitor entry SOP shall be reviewed annually or following any security incident. Periodic audits of visitor logs and adherence to procedures will be conducted by security management.

7. References

- Company Security Policy
- Health & Safety Procedures
- Confidentiality Agreement Template

Effective Date: [Insert Date]

Approved By: [Insert Name/Title]