

Standard Operating Procedure (SOP): Visitor Pre-Arrival Notification and Approval Process

This SOP defines the **visitor pre-arrival notification and approval process**, detailing the procedures for notifying relevant personnel of upcoming visitors, verifying visitor identities, obtaining necessary approvals, and ensuring compliance with organizational security policies. The purpose is to manage visitor access efficiently, enhance security measures, and provide a safe and prepared environment for all visitors and staff members.

1. Purpose

To establish a consistent process for pre-arrival notification and approval of visitors, ensuring efficient access management and adherence to security protocols.

2. Scope

This SOP applies to all employees, security personnel, and reception staff involved in the management of visitors at any organizational facility.

3. Responsibilities

- **Host Employee:** Initiates visitor notification and ensures accurate information is provided.
- **Security Personnel/Reception:** Verifies visitor credentials and oversees approval at entry point.
- **Approving Manager/Supervisor:** Reviews and approves visitor access in accordance with company policy.

4. Procedure

Step	Description	Responsible
4.1	Host completes a Visitor Notification Form with visitor details (name, company, contact, visit date & time, purpose of visit).	Host Employee
4.2	Host submits the form to the designated approval authority at least 24 hours before the scheduled visit.	Host Employee
4.3	Approver reviews the request for legitimacy, necessity, and security implications. Approval or denial is recorded in the visitor management system.	Manager/Supervisor
4.4	Host and reception/security are notified of approval decision. Visitor information is entered into the pre-arrival guest list.	Approver
4.5	On day of visit, reception/security verifies the visitor's identity (valid ID) and confirms approval before granting entry.	Reception/Security
4.6	Visitor is issued a visitor badge and escorted/supervised as per company security protocols.	Reception/Security & Host
4.7	Departure time is recorded, visitor badge collected, and access revoked in the system.	Reception/Security

5. Documentation

- Visitor Notification Form
- Visitor Approval Record (manual or electronic system)
- Visitor Log (entry and exit times)

6. Compliance

Failure to comply with this SOP may lead to disciplinary actions and may compromise organizational security. Regular audits will be conducted to ensure process adherence.

7. Related Policies

- Physical Security Policy
- Access Control Policy
- Data Protection & Privacy Policy

8. Revision History

Date	Version	Description of Change	Author
2024-06-26	1.0	Initial SOP template issuance	SOP Team