SOP Template: Reception and Visitor Management Protocol

This SOP defines the **reception and visitor management protocol**, detailing procedures for welcoming visitors, verifying their identity, ensuring security compliance, managing visitor access, maintaining visitor logs, and providing necessary information and assistance. The protocol aims to create a safe and professional environment by controlling visitor flow, safeguarding sensitive areas, and enhancing overall organizational security and efficiency.

1. Purpose

To standardize the reception and visitor management process, ensuring an effective system for greeting visitors, verifying identities, authorizing access, and maintaining records while upholding safety and confidentiality.

2. Scope

This SOP applies to all visitors, including clients, vendors, contractors, job applicants, and any non-employee individuals seeking access to organizational premises.

3. Responsibilities

- **Reception Staff:** Execute reception and visitor management protocols, maintain visitor logs, issue visitor badges, and notify relevant employees.
- **Security Personnel:** Monitor visitor movement, enforce compliance, manage emergency protocols.
- **Employees:** Inform reception of expected visitors; escort visitors during their stay.
- **Visitors:** Comply with sign-in requirements, wear visitor badges, follow instructions and restricted area policies.

4. Procedure

1. **Visitor Arrival**
   - Greet the visitor promptly and courteously.
   - Request the purpose of visit and whom they wish to meet.

2. **Identity Verification**
   - Ask for a government-issued photo ID or other approved identification.
   - Cross-check ID details with the expected visitor list, if applicable.

3. **Visitor Log Registration**
   - Record visitor's name, contact details, organization, purpose of visit, time of entry, and person/department to visit in the Visitor Logbook (manual or digital).

4. **Issuing Visitor Badge/Pass**
   - Issue a numbered visitor badge/pass to be worn visibly at all times within premises.

5. **Security Briefing**
   - Inform the visitor of safety, security, and restricted area policies as relevant.

6. **Notification & Escort**

- Notify the host employee of the visitor's arrival.
- Escort the visitor to the meeting point or ensure their host collects them at reception.

7. **Visitor Monitoring**
    - Monitor visitor movement within permissible areas; restrict access to sensitive zones.

8. **Departure & Log-out**
    - Upon visit completion, ensure visitor returns the badge/pass.
    - Record departure time in the Visitor Logbook.

5. Visitor Log Template

Date	Visitor Name	Organization	Contact No.	ID Type & No.	Host	Purpose of Visit	Entry Time	Exit Time	Badge No.

6. Compliance & Confidentiality

- All visitor information is confidential and must be secured appropriately.
- Non-compliance with these protocols must be reported to administration or security management.

7. Emergency Procedures

- In case of emergency, reception staff must consult the visitor log for headcount and evacuation.
- Follow organizational evacuation and emergency management procedures.

8. Review and Update

This SOP will be reviewed annually or upon relevant change to security protocols, with necessary updates communicated to all concerned staff.

Document Control

Version	Date	Prepared by	Approved by	Remarks
1.0				Initial Issue