SOP Template: Site Arrival Safety Protocols and Customer Greeting

This SOP defines **site arrival safety protocols and customer greeting** to ensure a secure and welcoming environment. It includes procedures for verifying visitor identities, enforcing safety gear and access regulations, conducting hazard briefings, and providing clear directions upon arrival. Additionally, it outlines polite and professional customer greeting techniques to foster positive first impressions and enhance overall site safety and customer satisfaction.

1. Purpose

To establish standardized protocols for site arrival safety and customer greeting to ensure all visitors and customers are welcomed securely and professionally.

2. Scope

This SOP applies to all site staff, security personnel, and reception staff responsible for managing site arrivals and customer greetings.

3. Responsibilities

- **Site Manager:** Oversees compliance with safety and greeting procedures.
- **Security/Reception Staff:** Execute all procedures for site arrivals and customer greetings.
- **All Employees:** Support and follow safety and customer service protocols.

4. Procedure

1. **Arrival and Identity Verification**
   - Greet visitors promptly and professionally at the entry point.
   - Request and verify a valid photo ID or pre-approved visitor pass.
   - Record visitor details in the logbook or electronic system.
   - Issue visitor badges/lanyards.

2. **Safety Gear & Access Regulation**
   - Verify visitors are wearing required Personal Protective Equipment (PPE) as per site rules.
   - Provide PPE if the visitor does not have it (hard hats, safety vests, etc.).
   - Restrict access to authorized areas only.

3. **Site Hazard Briefing**
   - Brief the visitor/customer on site-specific hazards and emergency procedures.
   - Explain alarm signals, muster points, and restricted zones.
   - Obtain visitor acknowledgment/signature for the safety briefing.

4. **Wayfinding and Guidance**
   - Provide clear directions to the intended meeting location.
   - If necessary, escort visitors to their destination.

5. **Customer Greeting Etiquette**
   - Greet customers with a smile and use their names when possible.
   - Offer assistance (e.g., carry belongings, answer questions).
   - Maintain eye contact and a polite, friendly demeanor.
   - Thank the customer for visiting and let them know who their site contact is.

5. Documentation

- Visitor logbook/electronic register
- Safety briefing acknowledgment forms
- Incident report forms (if applicable)

6. References

- Site Safety Policy Document
- Emergency Procedures Policy
- PPE Requirements Checklist

7. Revision History

Date	Version	Description	Author
2024-06-20	1.0	Initial creation	Safety Manager