

Standard Operating Procedure (SOP): Visitor Check-in and Identification Verification

This SOP details the **visitor check-in and identification verification procedure**, encompassing steps for welcoming visitors, verifying their identity through valid IDs, logging visitor information accurately, issuing visitor badges, and ensuring compliance with security policies. The aim is to maintain a secure environment by monitoring and controlling access, safeguarding personnel and assets, and providing clear instructions for visitor conduct within the premises.

1. Purpose

To outline the necessary steps for checking in visitors and verifying their identity to maintain safety and security within the facility.

2. Scope

This procedure applies to all external visitors entering the premises, including contractors, vendors, guests, and others who do not have regular access privileges.

3. Responsibilities

- **Reception/Security Staff:** Ensure proper check-in, ID verification, and logging of visitors.
- **Hosts/Employees:** Inform security in advance of expected visitors and accompany them as required.
- **Visitors:** Comply with check-in procedures and facility policies.

4. Procedure

1. **Welcoming the Visitor**
 - Greet the visitor courteously upon arrival.
 - Request the visitor's name and the purpose of their visit.
2. **Host Verification**
 - Confirm the identity of the host employee or department expecting the visitor.
 - Notify the host of the visitor's arrival.
3. **Identification Verification**
 - Request a valid government-issued photo ID (e.g., driver's license, passport, national ID).
 - Verify that the photo matches the visitor and the ID is current and authentic.
4. **Log Visitor Information**
 - Record visitor details in the visitor log (manual or electronic), including:
 - Full Name
 - Organization
 - Contact Information
 - ID type and number
 - Time of entry/exit
 - Host name/department
 - Purpose of visit
5. **Issuing Visitor Badges**
 - Issue a visitor badge with visible identification.
 - Explain badge requirements (must be worn visibly at all times).
6. **Escorting the Visitor**
 - Escort the visitor to their destination or ensure the host does so.
7. **Additional Instructions**
 - Provide the visitor with any necessary safety or conduct instructions.
 - Inform them of restricted areas and emergency procedures.
8. **Visitor Check-Out**
 - Ensure the visitor returns the badge upon departure.
 - Record time of exit in the visitor log.

5. Compliance and Security

- Only visitors with valid and verified identification are to be admitted.
- Security staff reserve the right to deny entry for non-compliance.

- All visitor information is to be held confidential and managed according to privacy regulations.

6. Documentation

Document	Retention Period	Responsible Party
Visitor Log	12 months	Security/Reception
Badge Issuance Records	12 months	Security/Reception

7. Revision History

Version	Date	Description	Author
1.0	2024-06-16	Initial SOP issuance	SOP Team