SOP: Visitor Management and Registration Protocols

1. Purpose

This SOP details the **visitor management and registration protocols**, covering procedures for registering visitors, verifying identification, issuing visitor badges, ensuring visitor compliance with safety and security policies, tracking visitor movement within premises, and maintaining accurate visitor logs. The goal is to enhance security, ensure safety, and provide a streamlined process for managing all visitors effectively.

2. Scope

This procedure applies to all external visitors, including contractors, vendors, guests, and other non-employees entering the premises.

3. Responsibilities

- **Reception/Security Staff:** Primary responsibility for implementing visitor management protocols.
- **Employee Hosts:** Must inform reception of expected visitors and escort visitors within secured areas.
- **Visitors:** Must comply with all registration and safety requirements.

4. Procedure

1. **Pre-Registration (if applicable)**
   - Employee host submits visitor details (name, organization, date/time, purpose, expected duration) to reception/security in advance.
2. **Visitor Arrival and Registration**
   - All visitors must report to the designated reception/security desk upon arrival.
   - Visitors complete a Visitor Registration Form (paper or electronic) providing:
     - Full name
     - Company/organization affiliation
     - Government-issued identification (ID/passport number)
     - Name of employee host/contact person
     - Purpose and expected duration of visit
     - Date and time of entry
3. **Verification of Identification**
   - Reception/security verifies visitor identity by checking the government-issued ID.
   - Information is cross-checked with pre-registered visitor lists, if applicable.
4. **Badge Issuance**
   - Approved visitors are issued a visitor badge/lanyard with visible identification and access level, if required.
   - Visitor badges must be worn at all times during the visit.
5. **Orientation and Safety Briefing**
   - Reception provides a brief overview of safety, security, and emergency procedures.
   - Visitors must acknowledge receipt of safety instructions (via signature or electronic acknowledgment).
6. **Escort and Access Control**
   - The host employee must escort the visitor at all times in restricted/access-controlled areas.
   - Visitor movement is logged where required (e.g., sign-in/sign-out at specific checkpoints).
7. **Visitor Departure and Badge Return**
   - Upon leaving, visitors must return their badges to reception/security.
   - Departure time is recorded in the visitor logbook/system.

5. Record Keeping

- All visitor logs (manual or electronic) must be maintained for a minimum of [insert period, e.g., 12 months], unless otherwise required by policy.
- Logs should include details such as visitor name, organization, host, access areas, entry/exit times, and signature.
- Access to visitor records must be limited to authorized personnel for confidentiality and data protection.

6. Compliance and Enforcement

- Non-compliance with visitor protocols may result in denial of access, removal from the premises, and notification to relevant authorities.
- Periodic audits of visitor management procedures should be conducted to ensure protocol effectiveness.

7. Appendix: Visitor Registration Log Sample

Date	Name	Organization	ID Type/Number	Host	Entry Time	Exit Time	Badge Number	Signature
2024-06-15	Alex Lee	ABC Ltd.	Passport/AB1234567	John Smith	09:30	11:45	V012	

SOP Owner: [Department Name]
Effective Date: [DD/MM/YYYY] | Review Date: [DD/MM/YYYY]