

SOP Template: Access Control and Visitor Management Procedures

This SOP defines **access control and visitor management procedures** to ensure secure and efficient monitoring of all personnel entering and exiting the premises. It includes visitor registration, identification verification, issuance of access credentials, escorting protocols, and restriction of access to sensitive areas. The objective is to protect organizational assets, maintain safety, and comply with security policies while facilitating authorized visitor access.

1. Purpose

To establish standardized procedures for controlling and monitoring access to the premises and managing visitors, ensuring protection of assets and personnel.

2. Scope

Applies to all staff, contractors, and visitors entering organizational premises.

3. Responsibilities

- **Security Personnel:** Enforce access control and visitor management protocols.
- **Reception Staff:** Register visitors, verify identification, and issue access credentials.
- **Hosts:** Request visitor access and escort visitors as needed.
- **Visitors:** Comply with access control procedures and security instructions.

4. Definitions

Term	Definition
Access Credential	Physical or electronic identification granting authorized entry (e.g., badge, card).
Visitor	Non-employee individual who requires temporary access to the premises.

5. Procedure

5.1 Visitor Registration

- All visitors must be registered at the reception desk upon arrival.
- Reception staff will collect the following information:
 - Full name
 - Purpose of visit
 - Contact details
 - Name of host
 - Photo identification (e.g., passport, driver's license)
 - Time in/out

5.2 Identification Verification

- Reception staff will visually inspect and record a valid government-issued photo ID.
- Any discrepancies or lack of proper ID must be escalated to security personnel.

5.3 Issuance of Access Credentials

- Upon verification, a visitor badge or temporary access card is issued, clearly displaying visitor status and expiry.
- Visitors must wear credentials visibly at all times.

5.4 Escorting Protocols

- Visitors must be escorted at all times by the host or authorized personnel.
- Unescorted access may only be granted in pre-approved, low-risk areas if permitted by policy.

5.5 Access Restrictions

- Access to sensitive or restricted areas is strictly prohibited for visitors unless prior authorization is obtained.
- Electronic access controls (e.g., swipe cards) must be used where available.
- All non-compliance incidents must be reported to security.

5.6 Departure and Exit Control

- Visitors must return access credentials at reception upon departure.
- Reception staff will log time out and confirm safe exit from the premises.

6. Emergency Procedures

- In case of emergency evacuation, a visitor log will be used to account for all visitors.
- Visitors must follow instructions from security or emergency personnel at all times.

7. Record Keeping

- All visitor logs and registration details will be retained securely for a minimum of 12 months or as required by policy.

8. Compliance

- Non-compliance with this SOP may result in disciplinary action and/or revocation of access privileges.

9. Revision History

Date	Description of Change	Author
2024-06-12	Initial template release	Security Team