

SOP: Issuance and Tracking of Visitor Badges or Passes

Purpose

This SOP details the process for the **issuance and tracking of visitor badges or passes**, including visitor registration, badge assignment, access level determination, badge distribution, and return procedures. It ensures that all visitors are properly identified and monitored throughout their stay to maintain security and control within the facility. The SOP also covers record-keeping and reporting to support accountability and emergency management.

Scope

This SOP applies to all personnel responsible for visitor management at the facility, as well as all visitors requiring access to facility premises.

Responsibilities

- **Reception/Security Staff:** Register visitors, issue and collect badges, maintain visitor logs, and report any irregularities.
- **Visitors:** Comply with registration procedures, wear badges visibly at all times, and return badges upon exit.
- **Host Employees:** Ensure their visitors follow all visitor requirements and escort them as needed.

Procedure

1. **Visitor Registration**
 - Visitor arrives at the facility reception/security desk.
 - Reception/security staff greet the visitor and request valid identification.
 - Visitor details (name, company, purpose of visit, host employee, time in) are recorded in the Visitor Log (electronic or paper).
2. **Access Level Determination**
 - Reception/security staff confirm with host employee the appropriate access level for the visitor (areas permitted, escort requirement, etc.).
3. **Badge/Pass Assignment**
 - An appropriate visitor badge or pass is selected based on the access level required (color code, unique ID, etc.).
 - The badge/pass number is logged against the visitor in the Visitor Log.
4. **Badge Distribution**
 - Visitor is briefed on badge/pass usage and facility rules, including the requirement to wear it visibly at all times.
 - Visitor receives the badge/pass and proceeds to their destination, escorted as necessary.
5. **Badge Return and Exit Procedure**
 - Upon exit, the visitor returns the badge/pass to reception/security staff.
 - Staff logs time out, retrieves the badge/pass, and updates the Visitor Log.
 - If a badge/pass is not returned, the host employee is notified immediately and the incident is logged.

Record-Keeping and Reporting

- Maintain Visitor Logs for a minimum period (e.g., 1 year) in accordance with company policy.
- Prepare regular summary reports on visitor activity as required by management.
- Report any security or procedural breaches to the Security Manager immediately.

Emergency Management

- Visitor logs are available for roll-call or evacuation procedures in case of an emergency.
- Reception/security staff ensure all visitors are accounted for during drills and real events.

Attachments/Forms

- Visitor Log Template (paper/electronic)
- Sample Visitor Badge/Pass Template

Revision History

Version	Date	Description	Author
1.0	2024-06-20	Initial SOP release	[Your Name]