SOP Template: Visitor Check-Out and Badge Return Process

This SOP details the **visitor check-out and badge return process**, ensuring a secure and efficient procedure for guests departing the premises. It includes steps for verifying visitor identity, collecting badges, updating visitor logs, and addressing any lost badge incidents. The protocol helps maintain facility security, track visitor movement, and prevent unauthorized access by ensuring all visitors return their badges before exit.

1. Purpose

To establish a standardized process for visitor check-out and badge return that maintains facility security and proper visitor tracking.

2. Scope

This procedure applies to all visitors, security personnel, and reception staff responsible for managing visitor access and egress.

3. Responsibilities

- **Reception/Security Staff:** Verify visitor identity, collect badges, update logs, and handle lost badge cases.
- **Visitors:** Return badges at check-out and report any lost badges immediately.

4. Procedure

1. **Visitor Approaches Exit/Reception:**
   - Visitor notifies staff of intention to check out.
2. **Identity Verification:**
   - Staff verifies visitor identity by checking the badge and/or matching visitor log entry with the individual's ID (if applicable).
3. **Badge Collection:**
   - Staff instructs visitor to return the issued badge.
   - Badge is inspected for damage and authenticity.
4. **Update Visitor Log:**
   - Staff records the check-out time, indicates badge return, and logs any remarks (e.g., damaged badge).
5. **Address Lost Badge Incidents:**
   - If the badge is lost, the visitor must inform staff immediately.
   - Staff records the incident and notifies the security manager for further action (e.g., deactivation of badge, potential fee, incident reporting).
6. **Visitor Departure:**
   - Once steps above are complete, visitor is allowed to exit the premises.

5. Documentation

Document	Description	Retention Period
Visitor Log Sheet/System	Records visitor name, affiliation, time in/out, badge ID, and signature.	Minimum 1 year (or as per policy)
Badge Loss Report	Details of lost badge incidents and actions taken.	Minimum 2 years (or as per policy)

6. Lost Badge Protocol

- Deactivate badge immediately if electronic.
- Complete incident report and escalate per security policy.
- Assess if replacement fee applies (as per company policy).

7. References

- Company Visitor Management Policy

- Security Incident Response SOP

Note: Ensure that all visitor badges are uniquely numbered and are not left or issued unattended. Conduct periodic audits of badge inventory.