SOP: Issuance of Visitor Badges and Access Cards

This SOP details the process for the **issuance of visitor badges and access cards**, including registration procedures, verification of visitor identity, badge and card distribution, access level assignment, and return and accountability of issued items. The objective is to maintain security by ensuring only authorized visitors receive access credentials and to monitor and control visitor movement within the facility effectively.

1. Purpose

To provide a standardized process for the issuance, management, and return of visitor badges and access cards in order to maintain facility security and visitor accountability.

2. Scope

This SOP applies to all external visitors requiring temporary access to the facility.

3. Responsibilities

- **Reception/Security Personnel:** Oversee registration, identity verification, badge/card issuance, and recovery.
- **Visitors:** Comply with registration and security protocols, wear badges at all times, return items upon exit.
- **Hosts/Employees:** Notify security of expected visitors and ensure visitor adherence to procedures.

4. Procedure

1. **Pre-Arrangements**
   - Visitor host submits visitor details (name, organization, date, purpose) to security at least 24 hours in advance, where applicable.
2. **Arrival and Registration**
   - Visitor checks in at the reception/security desk.
   - Visitor presents government-issued identification for verification.
   - Reception/security logs visitor details (name, time in, ID type/number, host, purpose).
3. **Issuance of Badge and Access Card**
   - Reception/security assigns a visitor badge and/or access card.
   - Badge/access card information (serial number, access level) is recorded against visitor log entry.
   - Visitor is informed of facility rules and required to display badge/card at all times.
4. **Access Level Assignment**
   - Access levels are determined by the visitor's purpose/location as authorized by host.
   - Access cards are programmed/activated for designated areas only.
5. **Escort and Supervision**
   - If required, visitors are escorted by the host or security in restricted areas.
6. **Return and Exit**
   - Upon departure, visitor returns the badge/access card to reception/security.
   - Reception/security logs time out and confirms return of all issued items.
   - Unreturned/lost badges/access cards are reported immediately to security and logged for further action.

5. Documentation

- Visitor Logbook/Register (paper/electronic)
- Badge/Access Card Issuance Record
- Incident/Loss Report Form

6. Accountability and Auditing

- Periodic audits shall be conducted to verify badge/access card issuance records and physical inventory.
- Any discrepancies are to be investigated and resolved as per security policy.

7. References

- Company Security Policy

- Access Control Policy

8. Revision History

Version	Date	Description	Approved By
1.0	2024-06-07	Initial SOP release.	Security Manager