



STANDARD OPERATING PROCEDURE

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1. Purpose

Secure areas should be protected by appropriate entry controls to ensure that only authorized personnel are allowed access.

This document provides guidance to all staff that are responsible for managing visitors to the Vaughan House building. It describes the procedure for recording information about each visitor and also the activities necessary to ensure visitors are compliant with the security access provided.

2. Scope

All visitors to Vaughan House that do not own a UoM ID card that allows them to enter the main door of the Vaughan House building are in scope for this procedure.

Visitors to Vaughan House may include, but are not limited to:

- Meeting attendees
- Students attending taught classes
- Seminar/Conference attendees
- Contractors
- Members of staff at the University whose ID cards have *not* been activated to enter the Vaughan House building

The only exception to this is a person who only needs to gain access to the reception area, for example a courier delivering a package to the reception office. Such a person is out of scope, and *not* required to follow this procedure.

Staff and students at the University whose ID cards *have* been activated to enter the Vaughan House building are *not* classed as visitors and are out of scope for this procedure.

3. Responsibilities

The ISM (Information Security Manager) is responsible for:

- Making sure there is an adequate supply of passes and lanyards
- Archiving completed visitors' books in a secure location

Hosts of visitors to Vaughan House are responsible for:

- Providing visitors with contact details
- Ensuring visitors are escorted to and from meetings
- Making sure their visitors' details are recorded in the visitors' book
- Ensuring visitors have a pass and lanyard and are instructed to wear it at all times
- Making sure visitors have recorded their exit time in the visitors' book and handed in their pass and lanyard

All staff and students based at Vaughan House are responsible for:

- Challenging any person they don't recognise who is not wearing a visitor pass

All visitors are responsible for:

- Ensuring their details are entered into the visitors book

- Wearing the visitor pass using the provided lanyard at all times
- Accessing only the areas indicated by their CHI contact
- Recording their exit time in the visitors' book

4. Procedure

4.1. Preparing for Visit

Where possible, all staff and students expecting visitors to the building should ensure that enough visitor passes will be available.

It is the responsibility of all staff and students to ensure they provide their visitors with a contact number so they can notify the meeting host of their arrival.

For large meetings it is advised that visitors are made aware of the sign-in process before arriving and they should be advised to arrive early to allow time for signing-in.

4.2. Signing In, Visitor Pass and Lanyards

All visitors must ensure their details are completed in the visitors' book.

The details must include:

- their name
- their company
- the date and time of entry
- their vehicle registration (if they have parked in the Vaughan House car-park)
- the person they are visiting
- the number of the visitor pass they will be using.

Visitors are required to wear visitor passes with red lanyards regardless of where they will be located in Vaughan House.

4.3. Supervising visitors

It is the responsibility of the person hosting the visitor (or their delegate) to meet them in the reception area and ensure they are escorted to and from meetings. This is the case even if the person is a regular visitor to Vaughan House. The host must also ensure their visitors wear their lanyard and pass at all times during their visit. If a visitor is unaccompanied in the building and is not wearing their lanyard and pass they may be challenged and asked to validate their presence in the building. It is not necessary to escort visitors to the toilets but they must still wear their passes when accessing this area.

4.4. Signing Out

On leaving the building, each visitor must write their time of exit alongside their record in the visitors' book and return their pass and lanyard.

Hosts are responsible for ensuring their visitors have recorded their exit time and returned the pass and lanyard before exiting the building.

4.5. Maintaining Stock

The ISM will be responsible for ordering and replenishing the stocks of visitors' books/pages and, if necessary, passes and lanyards.

4.6. Archiving Records

All completed visitor signing-in books must be securely archived by the ISM for 3 years.

5. Cross-referenced ISMS Documents

Number	Type	Title
ISMS-01-04	ISMS\Policy & Guidance\Personnel & Training - policy & guidance	Guidance for new CHI staff and students
FORM-009	ISMS\Forms	TRE Visitors Access Form

6. Appendices

None