Visitor Management Standard Operating Procedures

NabtaTech Solutions

DOCUMENT CONTROL INFORMATION

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1. PURPOSE AND SCOPE

1.1 Purpose

This Standard Operating Procedure (SOP) establishes comprehensive guidelines and procedures for managing all visitors to NabtaTech Solutions facilities. This document ensures:

✓ Consistent visitor management processes across all company locations.

✓ Enhanced security and safety protocols for staff and visitors.

✓ Professional and welcoming visitor experience.

✓ Accurate visitor tracking and comprehensive reporting.

✓ Compliance with company policies and regulatory requirements.

✓ Efficient use of the Visitor Management System.

✓ Clear accountability and defined responsibilities.

1.2 Scope

This SOP applies to:

IN SCOPE:

✓ All external visitors entering NabtaTech Solutions premises.

✓ Contractors and temporary workers on first visit.

✓ Delivery personnel entering beyond reception area.

✓ Job candidates and interview participants.

✓ Clients, partners, and business associates.

✓ Government officials and regulatory inspectors.

✓ All reception staff responsible for visitor management.

✓ Security personnel involved in access control.

✓ All employees hosting or escorting visitors.

✓ All NabtaTech Solutions office locations.

OUT OF SCOPE:

✗ NabtaTech employees (covered under Employee Badge Policy).

✗ Contractors with permanent access badges (covered under Contractor Policy).

✗ Building maintenance staff (covered under Facility Management).

✗ Virtual meetings and video conferences.

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2. DEFINITIONS

The following terms are defined for the purpose of adherence to this procedure:

TERM	DEFINITION
Visitor	Any person not employed by NabtaTech Solutions entering company premises for business purposes.
Badge	Physical identification card issued to visitors with unique number, name, and date.
Check-in	Process of registering visitor arrival, verifying identity, and issuing visitor badge.
Check-out	Process of recording visitor departure and collecting visitor badge.
Host	NabtaTech employee responsible for visitor and their activities during visit.

Restricted Area	Areas requiring special security clearance such as server rooms, labs, or executive offices.
VIP	Very Important Person - executives, major clients, government officials requiring special treatment.
Walk-in	Unscheduled visitor arriving without prior appointment or notification.
Escort	Accompanying visitor throughout facility to ensure security and provide guidance.
NDA	Non-Disclosure Agreement - legal document visitors may sign to protect confidential information.
Emergency Contact	Person to notify in case of visitor emergency.
Business Hours	Monday-Friday, 8:00 AM - 5:00 PM (except holidays).

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3. ROLES AND RESPONSIBILITIES

3.1 Reception Staff

The Reception Staff serve as the primary interface for all incoming guests and are accountable for the initial security checkpoint and hospitality functions.

PRIMARY RESPONSIBILITIES:

✓ Greet all visitors in a professional and friendly manner.

✓ Complete accurate visitor registration in Visitor Management System.

✓ Verify visitor identification documents.

✓ Issue visitor badges with correct information.

✓ Notify host employees promptly of visitor arrival.

✓ Monitor visitor check-in and check-out status throughout the day.

✓ Generate and distribute daily visitor reports.

✓ Maintain visitor log accuracy and data integrity.

✓ Handle visitor inquiries and provide directions.

✓ Manage meeting room bookings for visitor appointments.

✓ Ensure reception area is clean, organized, and presentable.

✓ Report security concerns or suspicious activity immediately.

✓ Maintain confidentiality of visitor information.

REQUIRED SKILLS:

✓ Excellent communication and customer service skills.

✓ Proficiency in Visitor Management System.

✓ Attention to detail and accuracy.

✓ Ability to multitask and work under pressure.

✓ Professional appearance and demeanor.

✓ Basic conflict resolution skills.

✓ Knowledge of company departments and key personnel.

PERFORMANCE METRICS:

✓ Average check-in time: < 5 minutes.

✓ Data entry accuracy: > 98%.

✓ Visitor satisfaction rating: > 4.5/5.0.

✓ Badge tracking accuracy: 100%.

3.2 Security Personnel

Security personnel focus on physical safety, enforcement of access policies, and emergency response coordination.

PRIMARY RESPONSIBILITIES:

✓ Verify visitor identification at entry points.

✓ Escort visitors to high-security or restricted areas.

✓ Monitor CCTV cameras for security concerns.

✓ Respond to security incidents involving visitors.

✓ Conduct random badge checks throughout the facility.

✓ Enforce no-photography and no-recording policies.

✓ Report policy violations or suspicious activity.

✓ Assist with emergency evacuations.

✓ Perform after-hours visitor check-ins when reception is closed.

✓ Maintain vehicle logs for visitor parking.

Mandatory training includes security procedures, emergency response, conflict de-escalation, and basic Visitor Management System operations.

3.3 Host Employees

The designated Host holds responsibility for the visitor's conduct and adherence to policy once the visitor has been cleared by reception.

PRIMARY RESPONSIBILITIES:

✓ Pre-register expected visitors in the system when possible.

✓ Meet visitors at reception promptly upon arrival.

✓ Ensure visitor compliance with all company policies.

✓ Escort visitors in restricted or sensitive areas.

✓ Monitor visitor activities during the visit.

✓ Ensure visitor does not access unauthorized areas.

✓ Ensure visitor checks out at the conclusion of the visit.

✓ Report any incidents or concerns to reception/security.

✓ Collect any company materials or equipment from the visitor before departure.

> **BEST PRACTICES:**
>
> *Schedule appointments during business hours when possible.*
>
> *Provide reception with visitor details at least 24 hours in advance.*
>
> *Confirm appointments day before to reduce no-shows.*
>
> *Be punctual - don't keep visitors waiting.*
>
> *Return visitor to reception for check-out.*
>
> *Provide feedback on visitor experience.*

3.4 Visitors

Visitors are required to adhere to all site security and conduct regulations during their time on NabtaTech Solutions premises.

VISITOR OBLIGATIONS:

✓ Provide valid government-issued photo identification.

✓ Complete all required registration forms accurately.

✓ Wear visitor badge visibly at all times while on premises.

✓ Follow all safety and security instructions.

✓ Stay with host or in designated areas only.

✓ Respect photography and recording restrictions.

✓ Return badge at check-out before leaving.

✓ Report any accidents or incidents immediately.

✓ Follow emergency evacuation procedures if an alarm sounds.

VISITOR RIGHTS:

✓ Professional and respectful treatment.

✓ Clear directions and assistance when needed.

✓ Safe and secure environment.

✓ Confidentiality of personal information.

✓ Access to restrooms and emergency facilities.

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4. VISITOR CHECK-IN PROCEDURES

4.1 Pre-Arrival (Scheduled Visitors)

Proactive management of scheduled visitors minimizes delay and ensures readiness upon arrival.

PREPARATION CHECKLIST (Day Before):

⏰ **24 HOURS BEFORE VISIT:**

1 **Review Tomorrow's Appointments:** Log into the Visitor Management System, navigate to "Appointments" → "Tomorrow's Schedule," and print the daily appointment

list, reviewing all special requirements or notes.

2 **Verify Host Availability:** Contact each host employee via email or phone to confirm availability, update the appointment status to "Confirmed" in the system, and notify senior management for any VIP arrivals.

3 **Prepare Resources:** Pre-print visitor badges, reserve parking spots if requested, book necessary meeting rooms, and prepare any required welcome packets or materials.

4 **Security Coordination:** Submit the visitor list to the security department, arrange special access clearances, coordinate escort requirements, and prepare NDAs if confidentiality agreements are mandatory.
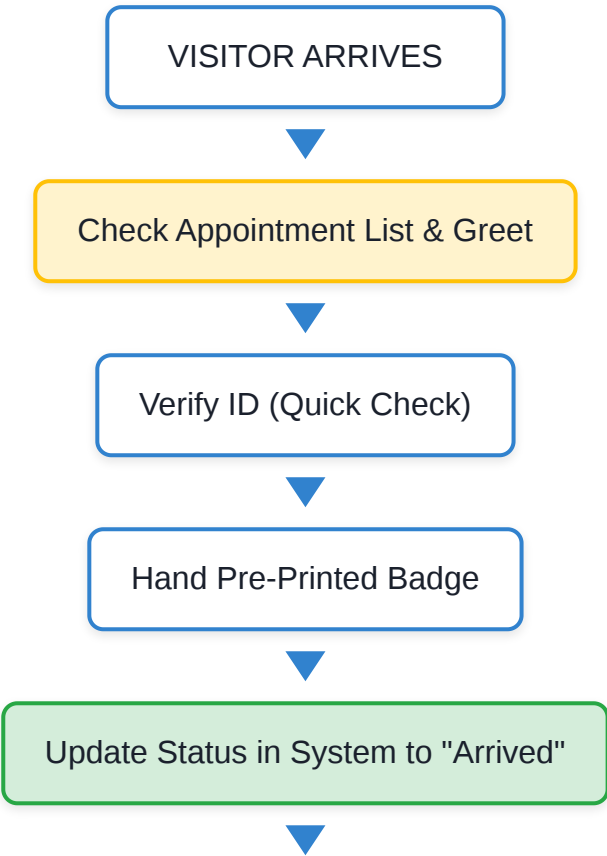
⏰ **MORNING OF VISIT:**

5 **Final Preparations:** Verify badge printer functionality, test Visitor Management System connectivity, confirm meeting room setup status, place the appointment list at the reception desk, and brief security regarding expected VIP visitors.

⏱ Target Time for Scheduled Check-in: 2-3 minutes

SCHEDULED VISITOR ARRIVAL PROCESS:

```
        ┌─────────────────────────┐
        │     VISITOR ARRIVES      │
        └─────────────────────────┘
                    ▼
        ┌─────────────────────────┐
        │ Check Appointment List & Greet │
        └─────────────────────────┘
                    ▼
        ┌─────────────────────────┐
        │   Verify ID (Quick Check) │
        └─────────────────────────┘
                    ▼
        ┌─────────────────────────┐
        │   Hand Pre-Printed Badge  │
        └─────────────────────────┘
                    ▼
        ┌─────────────────────────┐
        │ Update Status in System to "Arrived" │
        └─────────────────────────┘
                    ▼
```

```
┌─────────────────────────────────┐
│   Notify Host via Primary Method │
└─────────────────────────────────┘
                ▼
┌─────────────────────────────────────┐
│ Direct to Waiting Area (Offer Refreshments) │
└─────────────────────────────────────┘
                ▼
┌─────────────────────────────────┐
│   Host Arrives to Collect Visitor │
└─────────────────────────────────┘
```

4.2 Walk-in Visitors (Unscheduled)

Walk-in visitors require a more thorough intake process to establish legitimacy and assign appropriate access permissions.

STEP 1: INITIAL GREETING (30 seconds)

> 🗣️ *SCRIPT: "Good [morning/afternoon]! Welcome to NabtaTech Solutions. How may I assist you today?"*
>
> *ACTIONS: Make eye contact and smile, stand if sitting, give full attention, and note visitor's demeanor/appearance for initial security assessment.*

STEP 2: INFORMATION COLLECTION (2-3 minutes)

All required fields must be collected before proceeding to ID verification.

REQUIRED INFORMATION & PROMPTS:

1 **Full Name:** "May I have your full name, please?" (Must match ID exactly).

2 **Company/Organization:** "What company or organization are you with?"

3 **Contact Information:** Request phone number and email address for emergencies/follow-up.

4 **Purpose of Visit:** "What is the purpose of your visit today?" (Categorize as meeting, interview, delivery, etc.).

5 **Person to Meet (Host):** "Whom are you here to see?" **(CRITICAL: Must identify a valid host or department.)**

STEP 3: ID VERIFICATION (1 minute)

Authenticity and validity of identification are paramount for security compliance.

ACCEPTABLE ID DOCUMENTS: Government-issued photo ID (Passport, National ID, Driver's License) or verifiable Company ID with photo.

ID CHECK PROCESS: Visually confirm photo match, check for tampering/expiration, record ID Type and capture only the last 4 digits of the ID Number for privacy compliance. Return ID immediately.

SECURITY CONCERNS: If ID seems suspicious, politely decline entry and contact Security immediately while documenting the incident.

STEP 4: SYSTEM ENTRY (2 minutes)

Data must be entered into the Visitor Management System (VMS) using the defined URL and credentials.

VMS Workflow Summary: Navigate to "New Visitor Check-in" → Complete Form (Name must match ID) → System auto-generates Badge Number (Format: V-YYYYMMDD-XXXX) → Display Success Message.

STEP 5: HOST NOTIFICATION (1-2 minutes)

Contact the host using the preferred method (Internal Phone first), clearly stating the visitor's identity and purpose.

HOST RESPONSE SCENARIOS:
- **SCENARIO A (Host Available):** Inform visitor host is coming; direct visitor to waiting area with refreshment offer.
- **SCENARIO C (Host Unavailable):** Politely inform visitor of delay; offer option to wait or reschedule.
- **SCENARIO D (Host Doesn't Recognize):** Treat as a potential security concern; request further visitor details and verify purpose again before granting access.

STEP 6: BADGE ISSUANCE (1 minute)

Issue the badge (automatically printed or manually created) and explicitly review the following policies with the visitor:

✓ Wear badge visibly at all times.

✓ Badge is valid for today only.

✓ Must be returned before departure.

STEP 7: FACILITY ORIENTATION (1-2 minutes)

Provide concise, necessary directions and security reminders:

✓ Directions to host office/meeting room.

✓ Location of restrooms and emergency exits.

✓ Confirmation of Guest WiFi details (Network: NabtaTech-Guest / Password: [Guest Password]).

✓ Reminder regarding photography restrictions.

STEP 8: ESCORT TO WAITING AREA (30 seconds)

Guide the visitor to the designated waiting area, ensure comfort, and confirm the estimated wait time before returning to the desk to monitor the next entry.

⏱ **TOTAL WALK-IN CHECK-IN TIME: 6-10 MINUTES**

4.3 VIP/Executive Visitors

VIPs require enhanced service protocols involving senior management notification and premium preparation.

> *ENHANCED PROCEDURES:*
>
> - ***PRE-ARRIVAL:*** *Prepare premium welcome package, reserve VIP parking, book executive boardroom, and notify security for expedited entry procedures.*
> - ***UPON ARRIVAL:*** *Greet by name, expedite check-in with minimal questioning, immediate notification to senior management, and personal introduction to the host.*
> - ***DURING VISIT:*** *Periodic, proactive checks to ensure comfort and priority handling of all requests.*
> - ***AT DEPARTURE:*** *Personal thank you from relevant management, assistance with logistics, and arrangement for transportation if necessary.*

4.4 Special Considerations

Specific guidance is required for non-standard visitor types to maintain security and professionalism.

✓ **LANGUAGE BARRIERS:** Speak slowly and clearly, utilize visual aids, and arrange for interpretation services if required; exercise patience.

✓ **VISITORS WITH DISABILITIES:** Confirm accessibility requirements, guide to accessible facilities, and ensure hosts are aware of any special needs accommodations required during the visit.

✓ **CHILDREN ACCOMPANYING VISITORS:** Generally discouraged; if approved, the parent/guardian is fully responsible for the child, and no separate badges are issued to minors.

✓ **LARGE GROUPS (5+):** Pre-registration is mandatory; assign sequential badge numbers and ensure security is alerted to the group presence.

✓ **DELIVERY PERSONNEL:** Quick check-in for regular couriers; if entering beyond reception, they require a full registration, an escort, and immediate check-out post-delivery.

- ✓ **CONTRACTORS:** First-time entry requires full visitor registration; repeat authorized contractors may use specific contractor badges, provided a valid work order is verified.

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5. VISITOR CHECK-OUT PROCEDURES

This section details procedures for 5.1 Standard Check-out, 5.2 After-Hours Check-out, and 5.3 Extended Visits, focusing on badge collection, system update, and final logs.

6. EMERGENCY PROCEDURES

This details required staff responses for 6.1 Fire Alarm, 6.2 Security Threat, 6.3 Medical Emergency, and 6.4 Natural Disaster, emphasizing visitor accountability during evacuations.

7. SECURITY PROTOCOLS

Covers protocols for 7.1 Denied Entry Situations, identification of 7.2 Restricted Areas, enforcement of 7.3 Photography and Recording policies, and handling reports of 7.4 Suspicious Behavior.

8. SYSTEM USAGE GUIDELINES

Outlines mandatory procedures for 8.1 System Access (credentials management), 8.2 Dashboard Overview, 8.3 Common Tasks, and 8.4 Troubleshooting common VMS errors.

9. REPORTING REQUIREMENTS

Defines the mandatory schedule and content for 9.1 Daily Reports, 9.2 Weekly Summary, 9.3 Monthly Reports, and documentation required for 9.4 Incident Reports.

10. QUALITY CONTROL AND COMPLIANCE

This final operational section covers 10.1 Audit Procedures, key 10.2 Performance Metrics verification, and the framework for 10.3 Continuous Improvement cycles related to visitor management.

APPENDICES

- ✓ Appendix A: Visitor Badge Template

- ✓ Appendix B: Contact Directory

- ✓ Appendix C: Manual Backup Form

- ✓ Appendix D: System Screenshots

- ✓ Appendix E: Frequently Asked Questions

- ✓ Appendix F: Revision History

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DOCUMENT APPROVAL SIGNATURES

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