STANDARD OPERATING PROCEDURE

Building Access Control SOP

Document no.	SOP-SEC-002
Revision	1.0
Owner	Security Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure only authorized employees, contractors and visitors enter the building, with every entry verified, logged and traceable back to a person.

2. Scope

Applies to all staffed entry points, including the main lobby, loading dock and any secured door where a guard or receptionist controls access.

Definitions

Access control system	The electronic system that manages badge or credential permissions and logs entries and exits at controlled doors.
Visitor management system	The system used to pre-register, sign in and badge visitors and contractors.
Access list	The current list of people authorized to enter a building or area, used to verify entry requests.

3. Responsibilities

Access Control Officer	Verifies identity against the access list, issues badges, and monitors the entry point and access control system.
Receptionist	Pre-registers expected visitors, greets arrivals and coordinates escorts with the host employee.
Shift Supervisor	Handles denied entries, escalations and lockdown coordination during the shift.
Security Manager	Maintains the access list, reviews access audits and approves changes to entry procedures.

RACI matrix

Activity	Access Control Officer	Receptionist	Shift Supervisor	Security Manager
Verify identity against the access list	R/A	C	I	I
Issue and log visitor badges	R	R/A	I	-
Deactivate a lost or stolen badge	R	I	A	C
Handle a denied entry	R	I	A	I

Activity	Access Control Officer	Receptionist	Shift Supervisor	Security Manager
Audit the access list periodically	C	I	C	R/A

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Access control system terminal
- Visitor management system or sign-in log
- Visitor and temporary access badges
- Current employee and contractor access list
- CCTV monitor at the entry point
- Lockdown and denied-entry procedure reference card

Personal protective equipment

- Uniform and identification badge

5. Procedure

Step	Task	Owner	Done
5.1	**Greet and identify the arrival** Greet each person approaching the entry point and ask for photo identification and the purpose of their visit before granting access.	Access Control Officer	☐
5.2	**Verify against the access list** Check the presented identification against the current access list or the visitor management system's pre-registration for that day. **Checkpoint:** No one passes the entry point until their identity is confirmed against the access list or a valid pre-registration.	Access Control Officer	☐
5.3	**Pre-register expected visitors** Enter expected visitors and contractors into the visitor management system ahead of their arrival, including host name, company and expected time.	Receptionist	☐
5.4	**Issue a visitor or temporary badge** Issue a dated visitor badge or temporary access card, and record the badge number against the visitor's name in the visitor management system.	Access Control Officer	☐
5.5	**Arrange an escort if required** For visitors requiring an escort, contact the host employee to meet the visitor at the entry point or arrange for a guard to accompany them to their destination.	Receptionist	☐
5.6	**Verify contractor and vendor credentials** Check contractor or vendor identification, company affiliation and any required certification or insurance document before granting access to restricted or work areas.	Access Control Officer	☐
5.7	**Handle a denied entry** If identification cannot be verified, the person is not on the access list, or a badge has expired, politely deny entry and notify the shift supervisor. **Warning:** Never allow tailgating or let an unverified person follow an authorized person through a controlled door.	Access Control Officer	☐

Step	Task	Owner	Done
5.8	**Monitor the entry point** Continuously monitor the access control system and CCTV feed at the entry point for tailgating, propped doors or unauthorized access attempts.	Access Control Officer	☐
5.9	**Deactivate lost or stolen badges** When a badge is reported lost or stolen, deactivate it in the access control system immediately and issue a replacement only after re-verifying identity.	Access Control Officer	☐
5.10	**Respond to a lockdown instruction** If a lockdown is called, secure the entry point per the lockdown procedure, stop issuing new access, and account for anyone currently in the lobby.	Shift Supervisor	☐
5.11	**Collect badges at exit** Collect and deactivate visitor badges when the visitor departs, and confirm the visitor management system shows them checked out.	Access Control Officer	☐
5.12	**Audit the access list** Review the access list periodically against current employee and contractor records, removing anyone no longer authorized and correcting discrepancies. **Checkpoint:** The access list audit confirms no departed employee or expired contractor still has active access.	Security Manager	☐

6. Quality checks

- Every visitor entry has a matching sign-in and badge issuance record.
- No entry is granted without identity verification against the access list.
- Lost or stolen badges are deactivated in the access control system the same day they are reported.
- Periodic access list audits find no active access for departed employees.

7. Records

- Visitor management system logs
- Access control system entry and exit logs
- Badge issuance and deactivation records
- Access list audit reports

8. KPIs

- Percentage of entries verified against the access list before access is granted
- Number of denied entries and their resolution
- Time to deactivate a reported lost or stolen badge

9. Common mistakes

- Letting a visitor tailgate through a door behind an authorized employee.
- Issuing a badge without recording it in the visitor management system.
- Delaying deactivation of a reported lost badge.
- Not removing departed employees from the access list promptly.

10. Revision history

Revision	Date	Description	Reviewed by

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1.0	September 15, 2026	Initial release	Ilia Pirozhenko

Approval

Prepared by	Approved by	Date

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