

SERVICE SPECIFICATION / PHYSICAL SECURITY

Visitor and contractor entry

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Pre-registration, arrival, identity checks, host approval, badges, temporary credentials, escort rules, emergency accounting, checkout, accessibility, and record retention, connected into one process.

Intended outcome

A tested arrival-to-departure process with named hosts, time-limited access, accessible alternatives, expiration evidence, and operating guides.

Service scope

Visitor and contractor entry spans people, policy, space, and technology. Kiosks, intercoms, badge printers, cameras, access credentials, notifications, and watchlists support the process but do not decide who may enter or what data should be collected.

The owner defines identity evidence, consent or notice, host responsibility, escort needs, retention, emergency accounting, accessibility, and exceptions. Contractor onboarding may also involve safety training or work authorization outside the visitor platform.

How the system fits together

01 Arrival	Pre-registration, signage, kiosk, desk, intercom, accessible alternative
02 Decision	Identity evidence, host approval, policy, watchlist or safety requirement
03 Temporary access	Badge, credential, zones, schedule, escort, expiration
04 Record	Arrival, host, access, checkout, emergency roster, retention and deletion

Typical project triggers

- Paper logs are incomplete, exposed, or difficult to search
- Hosts miss arrivals or temporary credentials outlive the visit
- Contractors move among sites without consistent approval or checkout
- Lobby congestion or inaccessible check-in blocks legitimate visitors



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Delivery and acceptance

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The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Map people and policy

Document visitor types, hosts, entry points, identity checks, approvals, restricted areas, escorts, accessibility, emergency accounting, data, and retention.

Acceptance evidence: Visitor-type matrix, journey map, policy decisions, data inventory, and exception list.

02 Design the entry path

Define pre-registration, arrival, accessible alternatives, host notification, badge and credential issuance, expiration, denial, checkout, and offline fallback.

Acceptance evidence: Future-state workflow, screen and station locations, credential rules, integration map, and fallback procedure.

03 Configure and pilot

Set roles, sites, messages, badge fields, integrations, retention, and temporary-access rules; then pilot with representative visitor types.

Acceptance evidence: Configuration record, pilot transactions, permission tests, printed badge samples, and issue log.

04 Exercise exceptions

Test walk-ins, pre-registered visits, no host response, denied access, accessibility path, expired credentials, evacuation list, checkout, and unavailable services.

Acceptance evidence: Scenario results, expired-credential event, emergency roster sample, operator guide, and accepted exceptions.

Handover deliverables

- Visitor-type and decision matrix
- Arrival-to-departure workflow and accessible fallback
- Temporary credential, badge, host, and retention configuration
- Scenario-based acceptance and expiration evidence
- Reception, host, security, and administrator operating guides

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



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Planning and scope boundaries

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Customer and site inputs

- Visitor and contractor types, entry points, hosts, and operating hours
- Identity, approval, escort, safety, denial, and exception policies
- Badge, credential, accessible check-in, and emergency-accounting needs
- Access, directory, calendar, messaging, and identity integrations
- Notice, consent, privacy, retention, deletion, and record-owner decisions

Constraints and coordination

- Visitor technology does not establish legal identity or authorization policy by itself
- Identity documents, photos, watchlists, and visit history can create privacy, security, and retention obligations
- Accessible entry and communication need physical and procedural alternatives, not only a touchscreen
- Directory, calendar, messaging, and access integrations depend on supported interfaces and owner-managed permissions

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

National Institute of Standards and Technology — SP 800-53 Rev. 5: Security and Privacy Controls | Source review: 2026-08-20

Cybersecurity and Infrastructure Security Agency — Commercial Facilities Resources | Source review: 2026-08-20

United States Access Board — ADA Accessibility Standards | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06