

COMPLIHUB

Visitor Management

Know who is on site, ensure they are approved and inducted, and account for every person during an emergency — with a system that replaces paper registers, manual approvals, and guesswork at the gate.

Pre-registration & walk-ins

Multi-level approval chain

QR gate pass with photo

Per-zone kiosk induction

Emergency muster list

ISO 45001 compliant

Independent module — no other CompliHub pack required. · Integrates into a full IMS when additional modules are licensed.

● Executive Summary

CompliHub Visitor Management replaces the paper register, the phone call to the host, and the photocopied safety leaflet with a single digital workflow that covers the entire visitor lifecycle — from pre-registration through induction to emergency accounting.

The module is designed for manufacturing plants, chemical facilities, warehouses, and any site where knowing who is present is both a safety obligation and a security requirement. It works standalone or as part of the full CompliHub integrated management system.

Every visitor interaction produces a timestamped, auditable record. When an ISO 45001 auditor asks how you control visitor access to hazardous areas, or when a fire marshal needs a headcount, the answer is already in the system — not in a guard's memory.

70%

Reduction in gate processing
time

100%

Visitors with recorded
induction

< 30s

Emergency muster list
generation

Zero

Unaccounted visitors on site

The Problem

Most manufacturing sites still manage visitors with a paper register at the gate, a phone call to the host, and a generic safety induction that nobody can prove was delivered. The result is a set of problems that compound each other:

When an emergency strikes, the site cannot produce a reliable list of who is present. When an auditor asks how visitors to a confined-space area are inducted, the answer is anecdotal. When security reviews gate logs, the handwriting is illegible and the checkout column is blank because visitors left without signing out.

Point solutions exist — kiosk apps that handle check-in but not approval, badge printers that do not know about zones, visitor books that digitise the register but add nothing to the safety workflow. None of them connect visitor presence to the site's safety management system.

No Emergency Accountability

During a fire drill or real evacuation, the site cannot confirm whether all visitors have been accounted for. Guards rely on memory and a paper register that may be locked inside the building.

Manual Approval Bottlenecks

Hosts are interrupted by phone calls. Approvals are verbal and unrecorded. High-security zones have no formal gate-keeping beyond a guard's judgement.

Induction is Unverifiable

A laminated safety card is shown at the gate, but there is no record of what was communicated, whether the visitor understood it, or whether it was zone-specific.

Audit Findings on §8.1.4

ISO 45001 §8.1.4 requires control of outsourced processes and visitors. Certification auditors routinely raise findings when the only evidence is a paper log with no link to induction or hazard communication.

Checkout Never Happens

Visitors leave without checking out. The site cannot distinguish between a visitor who left hours ago and one still present in a restricted area.

No Zone-Level Control

A visitor approved for the office canteen can walk into the tank farm. There is no mechanism to tie approval to a specific area or enforce area-specific induction.

● The CompliHub Solution

CompliHub Visitor Management is a complete workflow from pre-registration to departure, built for sites where visitor presence is a safety concern — not just a reception convenience.

Pre-registration and walk-ins. Hosts or visitors themselves register a visit in advance. The system collects the visitor's details, purpose, expected areas, and any vehicle information. Walk-ins are handled at the gate with the same form, just without the advance notice.

Configurable multi-level approval. Each visit passes through an approval chain defined by the site administrator — host confirmation, department head sign-off, security clearance, or any combination. The chain is configurable per site and per zone, so a visit to the office needs only the host's approval while a visit to the hazardous-materials store needs HSE sign-off.

Security gate console. The guard sees a queue of approved visitors, confirms identity against the photo on file, captures a live photo at the gate, and checks the visitor in with one action. The gate pass — complete with QR code, photo, host name, permitted zones, and validity period — is generated instantly.

Drag-and-drop pass designer. The gate pass layout is designed by the site administrator using a visual editor. Company logo, visitor photo, QR code, permitted zones, emergency contact, validity times — all positioned by drag-and-drop. The pass is emailed to the visitor on approval and printed at the gate.

Per-zone induction with kiosk assessment. Each zone on site can have its own induction material — a video, a set of slides, a document — followed by a multiple-choice assessment. The visitor completes this at an unattended kiosk (a tablet at the zone entry). Until the assessment is passed, the system marks the visitor as not inducted for that zone.

Check-in, check-out, and auto-close. Check-out is recorded at the gate. If a visitor does not check out within 12 hours, the visit is automatically closed and flagged for review — so the muster list is never polluted by forgotten checkouts.

Emergency muster list. At any moment, the system can produce a list of every person currently checked in, grouped by zone. During an evacuation, this list is the starting point for headcount accountability.

● Detailed Feature Breakdown

Visitor Management

Control who is on site, ensure they are approved and inducted, and know who is present during an emergency.

ISO 45001 §8.1.4, §8.2, §7.3

- Pre-registration and walk-ins
- Admin-defined dynamic form fields
- Configurable multi-level approval chain
- Security gate console
- Mandatory photo capture
- Check-in / check-out and 12-hour auto close
- Drag-and-drop visitor pass designer with QR
- Gate pass emailed to the visitor on approval
- Visit zones with induction material and an MCQ assessment, self-served at an unattended kiosk

● Standards & Compliance Coverage

Visitor management sits at the intersection of occupational safety (ISO 45001), information security (ISO 27001), and statutory safety law. The module is designed to produce the evidence these frameworks require without any additional record-keeping effort.

Every capability maps to a specific clause or statutory requirement. The table below shows the primary mappings — the ones an auditor will ask about.

Standard / Regulation	Clause	How This Module Addresses It
ISO 45001:2018	§8.1.4	Visitors are outsourced-process participants whose presence on site is controlled through pre-approval, zone-level induction, and recorded check-in/out.
ISO 45001:2018	§8.2	Emergency preparedness — the muster list provides real-time accounting of all non-employee persons on site during an emergency.
ISO 45001:2018	§7.3	Awareness — zone-specific induction with assessment proves that visitors were made aware of hazards, controls, and emergency procedures for the areas they enter.
Factories Act 1948	§41C	The occupier's duty to persons other than workers — recorded induction and zone control demonstrate that safety information was communicated.
ISO 27001:2022	§A.7.2	Physical entry controls — approval chains, identity verification, and zone restrictions control physical access to secure areas.
OSHA 29 CFR 1910	§1910.38	Emergency action plan — the system supports headcount and accounting procedures for visitors during evacuations.

● Why CompliHub

Point visitor management solutions handle check-in. CompliHub handles the entire lifecycle — and connects it to the safety management system that gives visitor presence its meaning.

Safety-First, Not Reception-First

Built for manufacturing plants and hazardous sites, not corporate lobbies. Zone-level induction, gas-test linkage, and emergency accounting are native, not afterthoughts.

One Audit Trail

Every visitor action writes to the same PaperTrail log that records permit closures, incident reports, and audit findings. One history, not twelve systems.

Approval Engine Built In

The same configurable multi-level approval engine used by permits, documents, and CAPA drives visitor approvals — no separate workflow to configure.

No Per-Visitor Pricing

Licensed per site, not per visitor. A plant with 3,000 visitors a year and a plant with 30,000 pay the same price.

Works Standalone

No other CompliHub module is required. The module works independently from day one — and gains depth when combined with Permit to Work, OHC, or Incident Management.

Kiosk-Ready

The induction assessment runs on any tablet browser in kiosk mode. No app installation, no device management, no per-device licence.

When Combined with Other CompliHub Modules

- **+ Permit to Work:** A visitor's contractor crew can be verified against the crew list on an active permit. No permit, no entry to the work zone.
- **+ Occupational Health:** Contractor medical clearance status is checked at the gate. An expired medical blocks check-in automatically.
- **+ Incident Management:** If an incident occurs, the system knows exactly which visitors were in the affected zone at the time — feeding the investigation's witness list.
- **+ Emergency Preparedness:** The muster list includes visitors alongside employees, grouped by zone and building, ready for the fire marshal.

See It in Action

Thirty minutes on your worst workflow. We show one complete process end to end, on your terms.

Book a Demo

We walk through your specific use case — your forms, your approval chains, your pain points — in a live session on the actual product.

No slides. No generic walkthrough. Your workflow, your data shape, your approval matrix.

Typical Implementation

Typical go-live in 2–3 weeks. Week 1: site configuration, zones, approval chains, pass design. Week 2: gate hardware setup (tablet, printer, camera), induction content upload, guard training. Week 3: parallel run alongside the paper register, then cutover.

www.complihub.in · **Book Demo:** outlook.office.com/book/BookDemo@cybit.in

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