

Visitor Management Policy

Policy Overview & Purpose

Our policy defines the procedures for admitting guests to the Naperville Municipal Center. Our goal is to ensure the safety, security, and efficient management of visitors in the building.

This policy applies to all visitors, including but not limited to, the public, contractors, external vendors, friends and family.

Policy Guidelines:

Visitors of the Naperville Municipal Center must adhere to the following guidelines:

1. Visitor Check-in: All visitors must check-in at the Visitor Services Desk upon arrival.

2. Visitor Access and Movement:

- Visitor access is restricted to authorized (public) areas only.
- Visitors are not allowed in restricted zones unless escorted by authorized personnel.

3. Visitor Behavior and Conduct:

- Visitors are expected to conduct themselves professionally.
- Any form of harassment, abuse, or misconduct will not be tolerated.

4. Security and Emergency Procedures:

- Visitors must follow all emergency procedures, including evacuation routes and protocols.
- In an emergency, visitors should contact the nearest employee or security personnel.

Operational Hours:

Visitors are permitted during regular working hours, regularly scheduled Council meetings, special Council meetings and at all other times authorized by the City Manager.

Policy Review and Revisions

This policy is subject to change at the discretion of the City of Naperville. The City reserves the right to modify or update the guidelines as necessary to reflect changes in law, security protocols or operational needs. Visitors are encouraged to review updated policy guidelines, as changes may occur.

Effective Date: 10/28/2024