

Visitor Policy at JAXPORT

The purpose of this policy is to define the procedure to allow Visitors operating Privately Owned Vehicles (POVs) into Restricted Access Areas (RAAs). By following this policy, you will help JAXPORT enhance safety and security at the terminal gates, and your approved Visitors will be processed as quickly as possible.

By definition, a Visitor:

- does not possess a JAXPORT Permanent Credential;
- is operating a POV; and
- is requesting access to a JAXPORT RAA.

This policy does not apply to any commercial entity, including commercial drivers picking up or dropping off cargo, or other commercial operations requested by JAXPORT or Port Tenants.

During Maritime Security (MARSEC) Level One

1. Any Visitor requesting access to a JAXPORT RAA must obtain prior approval from a JAXPORT Tenant. Tenants can approve a Visitor by completing and submitting a [Visitor Request Form](#) to the Access Control Center.
2. Tenants will fax the Visitor Request Form to the Access Control Center at least 24 hours prior to the intended visit. If this is not possible, Tenants may deliver the form directly to the respective terminal Contract Security Supervisor at any JAXPORT Access Control Gate, prior to the visit.
3. JAXPORT Security will ensure all received forms are disseminated to the appropriate terminals as required.
4. Visitors are required to display a verifiable, valid government-issued photo ID such as a Driver's License or U.S. Passport upon arrival.

These individuals may **not** enter an RAA as a Visitor:

- Anyone denied access as a result of a failed background check, more than five visits within 90 days, or other access violations;
- Anyone who can not verify affiliation or association with a tenant or port user;
- Labor (temporary, permanent, etc.);
- Anyone failing to possess verifiable, valid photo government identification.

During Maritime Security (MARSEC) Level Two and Three

During MARSEC Two and Three, all MARSEC One procedures apply. Additional security measures may include the following:

- 100% escort for all non-credentialed individuals.
- 100% screening of all vehicles with non-credentialed persons.
- Qualified escorts limited to LE personnel, non-LE Security personnel, and FSO/CSO or Designee.

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Please note: At any time that it is deemed in the best interest of the safety and security of JAXPORT personnel, port users and assets, JAXPORT Security may refuse to grant any individual access.

Contact information:

Access Control Center
9620 Dave Rawls Blvd., 1st Floor
Jacksonville, FL 32226

Business hours:

Monday – Friday
8 a.m. – 4 p.m.

Ph: 904-357-3255 or 904-357-3344

Email: accesscontrol@jaxport.com
