

LOCKSMITH SERVICES

KEY POLICIES AND PROCEDURES

A. GOAL

The purpose of this policy is to provide adequate building security for persons and property through the control of keys issued, to ensure appropriate access to work areas for employees into University buildings and to allow unrestricted access by Police, Fire and Facilities personnel to all campus areas for reasons of security, facilities maintenance and repairs, safety and health.

B. DEFINITIONS

1. **Great Grand Master Key:** Provide total access to all buildings within a particular system on campus. Authorization for this key is restricted to Police and Fire and Facilities personnel only.
2. **Building Master Key:** Provides access to all spaces within one particular building. The issuance of this key is restricted to persons authorized by a Dean, Department head or Director. In situations of multiple tenants (departments within the same building) and thus, multiple signing authorities, the signature of all building supervisors in that building is required for a Building Master Key. Each individual should only be allowed one key.
3. **Building Sub-Master Key:** Provides access to a group of rooms within a building. The issuance of this key is restricted to persons authorized by a Dean, Department head or a Director.
4. **Exterior Door Key:** Provides access to building exterior door and/or a group of rooms within a building. Generally, Exterior Door Keys are not issued to larger buildings that may house multiple departments. Authorization for this key is the same as a Building Sub-Master Key. These are not issued where card access is present.
5. **Individual Room Key:** Provides access to a room/office or multiple rooms or offices that might be keyed alike within an individual building. Authorization is granted by the Dean, Department head or director.
6. **Building Key Coordinator:** An individual designated, through the appropriate Dean, Department Head or Director, for the responsibility of the issuance, return and

record keeping of keys for a certain area. They can authorize individual keys or exterior keys only.

7. **Card Access:** Areas where there is an electronic reader for access in lieu of a mechanical key, occupants will use a card. In these instances we do not issue a physical key.

C. BASIC POLICY FUNDAMENTALS

1. Public Safety (Police and Fire) and Facilities staff must have unrestricted access to all campus areas for safety, security, and health reasons. Staff have access through locksmith, electronic key boxes or Knox boxes (Fire Department access only).

2. All employees (except students) of the University will be assured access to their workspace. New employees will be issued key(s)/card access to the area(s) they work and according to their need to access other areas.

3. Locksmith **will not** issue keys directly to undergraduate students, including student employees. A Dean, Director or Department Head may be issued a key and place it temporarily under the control of a student employee by following procedures listed in Section D5. Departments will be held responsible for the security of these keys and their return. They will also be held responsible if keys are lost or stolen. The department should also keep a listing of what keys are issued to members of their staff. This listing is to be made available to the Locksmith office upon request.

4. The issuance of keys/card access for all University buildings must be requested and authorized on a Key Request Form as outlined in Sections B & D.

5. The issuance of keys to non-University employees with assigned spaces (i.e., food service, leased) in general, must conform to the basic principles identified within this policy.

D. ISSUANCE OF KEYS

1. All University employees may be issued a key or card access(s) to their own office and/or work area(s) that are regularly locked.

2. Faculty members and academic staff may be issued keys/card access to their own offices and may also be issued keys or access to laboratories, stockrooms and other work areas, which they utilize and which are regularly locked. Faculty and staff will be issued keys/card access to all other areas upon approval by the appropriate Dean, Department

Head or Director. All requests must be on a Key Request Form and clearly explain and justify the need. Only one (1) key per space should be issued.

3. All keys **must** be signed for by the person they are being issued to. Master keys must be signed for in-person at Locksmith Services where a record of issued keys will be kept.

4. A photo ID will be required when signing for new keys.

5. One key will be issued to an employee for any area in which they work. The Department will be charged for replacement of a lost or missing key or failure to return an assigned key upon that employee's separation from the University (see Section G). A replacement key **will not** be issued. If the key is lost, a forced lock change will take place at the department's expense. We can then issue the new key.

6. Duplicate keys are generally not issued. In certain situations duplicate keys will be issued only on a departmental level to the Dean, Department Head or Director. Any duplicates must be maintained in a secured area within the Department such as a lockbox cabinet. It is the Department's responsibility to appoint a Key Coordinator, identify that person to Locksmith and to utilize a sign-out procedure to always track the location of keys. These keys can be signed out to the department with the proper tracking procedures in place.

7. In instances where the key holder's ring holds keys that provide access to more than one major building, that ring shall not be taken off University property after work hours or in any instance not directly related to the performance of the employee's job duties and must be kept in a securely locked cabinet at the end of each work day/shift.

E. KEY REQUEST PROCEDURES

1. **Key Requests:** The Facilities Management work order system should be used to facilitate all key requests, changes, replacements, etc Key Request Form with the appropriate signatures should be attached to the work order.

2. **NO KEY WILL BE ISSUED WITHOUT PROPERTY AUTHORIZATION AND SIGNATURES** Keys will be issued on the campus where they will be used during normal business hours of 7:00 a.m. – 3:00 p.m. Monday through Friday.

3. **Record Keeping:** Locksmith will keep a record of every key, every lock and every key core for the University's buildings. A key database will be maintained for all key records for the buildings and departments for which they are responsible. Locksmith

will periodically audit keys upon pickup of new keys and return of keys in accordance with Section H.

4. **Lock Changes:** If keys are lost or stolen, they must first be reported missing. Locks may be required to be changed, at the discretion of the Locksmith department to maintain the security of the facility. The Dean, Department Head, Director and Key Coordinator may request a lock change to maintain the security of the facility. The department will be charged for the actual cost of re-keying the area(s) or building(s) in accordance with Section G.

F. KEY RETURN PROCEDURES

1. **Retrieval of Keys for University Buildings:** As the person responsible for the issuance of keys, the Key Coordinator and Supervisors will also be responsible for administering key retrieval procedures. Keys should be retrieved from the employee and returned to Locksmith Services whenever the following occur:

- A. **Change of assignment:** When a change occurs in a faculty or staff member's office or work areas in a University building, the appropriate Dean, Department Head or Director should request a new key(s) and identify the keys to be returned. Keys **must** be returned to Locksmith Services on the campus where they are used before or simultaneously when new keys are issued.
- B. **Faculty or staff separation:** Prior to an employee separation, keys **must** be returned to Locksmith Services. The keys will then be returned back to the shop. If a faculty, staff member or student fails to return his/her keys, the department will be billed for each key not returned, as well as the cost for changing the locks and issuing new keys if necessary.

G. CHARGES

Locksmith Services has designated the following charges for the replacement of or failure to return the following types of assigned keys. The costs will be charged to the department employing the individual identified as being responsible for not returning the key(s) or for losing the key(s). Individual Room Key replacement (any type of key): \$10.00; Exterior Door Key or lock change: \$100.00 per door; Building Master Key: actual cost re-keying building. Building Sub-Master Key: actual cost to re-key all doors associated with the sub-master set. There will be no charge for the first key, worn, bent or broken key replacements provided that the actual key is returned to Locksmith Services. All expenses attributed to the replacement of keys or re-keying of doors will be the responsibility of the individual and their department.

H. AUDITS

Periodically, Locksmith Services may perform a physical inventories of keys. Key(s) found missing at that time will be subject to the above charges. Any extra/unnecessary or unauthorized keys shall be returned to Locksmith Services.

I. NO DUPLICATION OR TRANSFERRING OF KEYS

1. No person may duplicate a University key or request the unauthorized duplication of a University key.
2. No person may transfer any University key from an individual entrusted with its possession to an unauthorized person, or be in unauthorized possession of a University key (see Section F).
3. In the case of high security or multiple keys issued, Tamper Proof Rings will be used.
4. Keys in the possession of unauthorized persons may be confiscated.
5. No person shall replace without permission, damage, tamper with or vandalize any University lock or security device.

J. TEMPORARY CONTRACTOR KEY ISSUANCE

1. Keys/card access required by contractors or other non-University users to access areas on campus to conduct their work **must** be pre-arranged and authorized by Locksmith Services via the Vendor Request Form.
2. Access and entrance to buildings outside the normal workday of 7:00 a.m. – 3:00 p.m. will require approval by the Facilities Management Department and can be requested on the vendor request form.
3. **Daily Key Request:** Daily access to University buildings will be obtained by signing out a building access key from the Locksmith Services office. The office will be open from 7:00 am. – 3:00 p.m. Monday-Friday. A contractor must sign a key tracking log and all keys must be returned on the same day of issue unless other arrangements are made. The contractor must present a photo ID and provide his/her name, company name, Project Manager/University contact, time out, time returned and signature.

K. HIGH SECURITY AREAS/RESTRICTED AREAS

For reasons of safety and security, there may be rooms (ie: labs) where keys have been restricted for public use without permission. These keys are clearly labeled and managed at Locksmith services.