



SOP Number: KC002
 Previous SOP: KC001

STANDARD OPERATING PROCEDURE – Key Control

DEPARTMENT:	Facilities Management	TITLE:	Facilities Key Control
PURPOSE:			
<p>This policy is to provide basic process descriptions to enable the UMS Facilities Management (FM) organization to provide adequate building security for persons and property through the control of hard keys issued (as well as swipe card-key systems), to ensure appropriate access to work areas by employees and students in 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. This policy should be adopted as standard for all campuses with minimal customization per campus. The processing of a key request will be handled through the Lock Shop, as described in the Key Policy and SOP.</p>			
PROCEDURE:			
LEVELS OF KEY ACCESS:			
<ul style="list-style-type: none"> • GRAND MASTER KEY: Provides total access to all buildings within a particular system on campus. Authorization for this key is granted by an Senior Facilities Officer only. • MASTER KEY: Provides access to a building or group of buildings within a defined area within a campus. The issuance of this key is to be approved by Facilities Management with consultation of the Director of Campus Police and Safety. • SUB-MASTER KEY: Provides access to a group of rooms within a building or across buildings. The issuance of this key is restricted to persons authorized by a Vice President or department head and the Level Two Approver. • EXTERIOR DOOR KEY: Provides access to building and/or spaces 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 Sub-Master Key. • INDIVIDUAL ROOM KEY: Provides access to a room/office, or multiple rooms or offices that might be keyed alike within an individual building. Authorization may be granted by a Level One Approver. 			
RESPONSIBILITIES:			
<ol style="list-style-type: none"> 1. Individuals are responsible for all keys issued to them, no loaning or transferring of keys is allowed. Fees associated with lost keys are posted on the back of each request form; signature accepting responsibility is required. See Lost Key section of this document for more information. 2. Grand Master and Master Keys are not allowed to be removed from campus. These keys should be secured in lockable key boxes designed for securing keys. Key boxes should be housed in secure locations such as a locked office. 3. Sub-Master Keys should not be grouped or put on the same ring in a manner that would duplicate a higher level Master Key. The objective should be to carry the least number of sub-master/master keys possible to accomplish ones job and minimizing the risk of losing a master key. 			
DEFINITIONS AND ABBREVIATIONS:			
<ul style="list-style-type: none"> • Senior Facilities Officer (SFO): Senior most Facilities Administrator typically a Director or Executive Director. • Key Coordinator: An individual designated, through the appropriate VP, for the responsibility of 			

SOP Number: KC002
Previous SOP: KC001

the issuance, return and recordkeeping of keys for Residence Halls, or other areas in which students need access, leased or contracted spaces.

- **Work Control Center (WCC):** Central processing center for work requests.
- **Requestor:** Responsible for key(s) issued, return of key(s) when no longer required.
- **Level One Approver:** e.g. local Supervisor, – Responsible for the initial approval of key request or final approval if only one level of approval is required.
- **Level Two Approvers:** e.g. Provost, Dean or Area Administrator and Vice President and SFO are responsible for reviewing and approving special arrangements such as; lock changes and restricted keys.
- **FM Key System Coordinator:** Maintains access levels, issues and accepts returned keys.
- **Locksmith:** Repairs locks and makes keys.

KEY REQUEST PROCEDURES:

1. The requestor shall complete a Key Request Form from the Facilities Management office or Work Control Center with all required information (as outlined in the form), including all rooms where access is needed.
2. A completed form shall be submitted to the appropriate level individual (e.g. VP, supervisor) for approval. **No key will be issued without proper authorization and signatures.**
3. Upon approval, the requestor should submit the form to the FM Office or WCC for processing. Keys may be picked up from the Lock Shop. The individual key holder must personally sign for all keys.
4. Facilities management will issue keys directly to students only upon completion of the proper key request form, this includes student workers. This process shall be managed by the appropriate individual departments.

LOCK CHANGES AND UPGRADES:

Requests are the financial responsibility of the requesting department and will be charged accordingly for the actual cost incurred by the upgrade or change if changes are not part of standard maintenance procedures. A formal request must be submitted by the department describing the reasons in detail for the change.

LOST KEYS:

- Do not allow anyone to use keys issued to you as this may result in your department being responsible for costs incurred in the event the keys are lost.
- The loss of keys must be reported immediately to the UM Police Department, WCC or FM Office.
- Key Replacement charges should be established for each campus.

If keys are lost or stolen, they must first be reported missing to the University Police. Locks may be required to be changed, at the discretion of the SFO, VP, Provost, Division Head, Dean, Department Chair, and or Director to maintain the security of the facility. The individual department will be charged for the actual cost of re-keying the area or building.

NO DUPLICATION OR TRANSFERRING OF KEYS:

- Duplicate keys will not be issued. All keys must have an individual key holder sign for each key. It is the department's responsibility to appoint a Key Coordinator, identify that person to Facilities Management, and to utilize a sign-out procedure to track the location of keys at all times
- No person may duplicate a University key or request the unauthorized duplication of a University key.

SOP Number: KC002
Previous SOP: KC001

- 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.
- Keys in the possession of unauthorized persons will be confiscated.
- No person shall replace without permission, damage, tamper with, or vandalize any University lock or security device.

KEY RETURN PROCEDURES:

1. Retrieval of Keys for University Buildings: As the person responsible for the issuance of keys, the Lock Shop, Key Coordinator, and Supervisors will also be responsible for administering key retrieval procedures. Keys should be retrieved from the employee and returned directly to the Lock Shop whenever the following occur:
 - a. Change of Assignment: When a change occurs in a faculty or staff member's office or work area in a University building, the appropriate VP, Dean, Director, or Department Chair should request a new key, and identify the keys to be returned. Keys must be returned to the Lock Shop 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 the Lock Shop or Human Resources (to be given back to the Lock Shop) during an exit interview. The person's key record will then be cleared. 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.

TEMPORARY CONTRACTOR KEY ISSUANCE:

1. Keys required by contractors or other non-University users to access areas on campus to conduct their work **must** be prearranged and authorized by Facilities Management.
2. Access and entrance to buildings outside the normal workday will require approval by the Facilities Management Department.
3. **Daily Key Request:** Daily access is to be achieved through the electronic key box. **At no time will a contractor be allowed to keep a daily key ring overnight.** The keys must be returned by the close of business daily.
4. Project Key Request: For University Projects requiring access to several buildings or for projects that extend beyond several days a project set of keys may be requested from the Lock Shop.
 - a. A Facilities Management Project Manager will be required to complete a key request form and obtain proper authorizations.
 - b. Project keys will be made and issued to the Contractor by the Lock Shop for the specific campus. These keys will only be issued for up to 30 days.
 - c. The Lock Shop will issue the keys to the contractor acknowledging Item 5 below. (This may be in the Project Specifications or via a Project Key Request Form).
 - d. The approved request form must be submitted to the Lock Shop a minimum of five (5) working days prior to keys being issued.
 - e. The Project Manager is responsible for retrieving and returning the project keys to the Lock Shop.
5. The contractor assumes all liability for lost keys. This includes all cost (material and labor) associated with rekeying buildings if a key is lost.

HIGH SECURITY AREAS:

SOP Number: KC002
Previous SOP: KC001

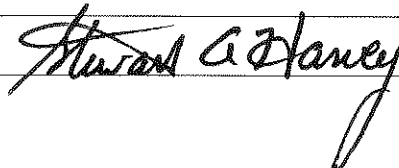
For reasons of safety and security, Police, Emergency Services and Facilities Management must maintain access to all University areas. It is, therefore, essential that all areas remain on the master key system. When security of a space is in question and keying of the master key system is sought, exceptions to this policy must be made through the appropriate Level Two Approver. While extremely rare, the Senior Facility Officer may grant authorization and approval for these exceptions. All spaces must remain accessible for life safety reasons. High Security keys will be placed in Knox boxes for emergency personnel.

PERMANENT CONTRACTOR KEY ISSUANCE:

1. Requests for Permanent Contractor keys (e.g. food service personnel) shall be made on a Key Request Form. Final approval shall be issued by the appropriate VP, Provost, Division Head, and the Senior Facilities Officer.
2. All keys must be personally signed for by the Director or Supervisor representing the Permanent Contractor to whom the keys are issued.
3. Note: common Contractor/University areas, such as the dining hall, entrances, certain storage closets, etc., must be issued/signed by individuals, not transferred or distributed by the Contractor.
4. Keys required by contractors or other non-University users to access areas on campus to conduct their work **must** be prearranged and authorized by Facilities Management.

AUDITS & RECORDKEEPING:

Periodically, Facilities Management may perform physical inventories of keys as requested by the Senior Facilities Officer. Keys found missing at that time would be subject to the lost key charges. Any extra/unnecessary or unauthorized keys will be retrieved. Facilities Management 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 keys issued and will include both building and employee key records. Facilities Management staff and Key Coordinators may audit the key records for the buildings and departments for which they are responsible.

Last Edits:		10/29/19	
Approved by:			Date: 10/31/19