



FACILITIES MANAGEMENT DEPARTMENT

POLICY: I:14—Key Control

DATED: September 1999
UPDATED: September 2018

Procedure Review: Annually

APPROVED: Executive Director of Facilities and Construction: _____

I. PURPOSE

The purpose of this procedure is to ensure keys issued to Facilities Management (FM) employees are accounted for and to define Facilities Management responsibility for access and security of university facilities. This policy works in conjunction with university policy 4301 building security.

II. DEFINITIONS

- A. University keys - Keys required to unlock buildings, rooms, cabinets, lockers, and gates on university property.
- B. Audit - The physical verification between Lock shop staff and the possessor of existing university keys issued. Verification shall include the name of the individual, ID number, key code, and key issue number.

III. RESPONSIBILITIES

- A. Executive Director of Facilities and Construction - Responsible for compliance with access and security requirements related to the FM functions of university facilities.
- B. Directors and Assistant Directors - Responsible for the implementation of this procedure in their area(s) of supervision. Also responsible for the security of buildings occupied or entered by FM employees as well as university keys issued to respective associates.
- C. Managers and Supervisors - Responsible for ensuring this procedure is clearly defined to employees.
- D. Facilities Management Employees - Responsible for the security and appropriate use of university issued keys; for the security of buildings where FM work is in progress, and for the security of locations accessed by FM employees.
- E. Lock shop Supervisor - Responsible for the manufacture, duplication and issuance of university keys. Also responsible for ensuring the key organizer software inventory is updated as changes occur.

IV. PROCEDURES

- A. A key audit is instituted during the inventory of keys in possession of FM employees by the Lock Shop staff. Audit information verified includes:
1. Name of individual, ID number
 2. Key code
 3. Key issue number
- B. Key audits are completed on a bi-yearly basis for FM employees. Housekeeping staff are audited annually. Lock shop staff will physically verify FM employees and Housekeeping Managers have the proper key(s) in their possession. The Housekeeping supervisor audits housekeeping employees.
- C. Project managers for contractors and supervisors of FM employees need to submit requests for keys in AiM. Please allow 24 hours from the time the work order is submitted before picking up keys from the Lock Shop.
1. AiM customer request should include
 - a. Name of contractor or FM employee
 - b. Specific keys and/or location of access needed
 - c. Date of return (if applicable)
 2. The project manager should send a follow-up email to the Lock shop confirming the work order and phase number.
 3. Project managers and/or supervisors are to notify contractors of this procedure.
 4. Key(s) are not to be loaned out to contractors.
 5. Project managers are responsible for making sure keys are returned by contractors on a timely bases and/or revising return dates.
- D. When an employee leaves the university, keys are to be returned to the Lock shop. Supervisors are responsible for ensuring keys are returned to the Lock shop.
- E. Lock changes and additional keys are requested through a customer request in AiM.
1. No keys are to be duplicated off campus. The duplication of university keys by any other person or activity is prohibited by the building security policy 4301 and the laws of Virginia. Duplication, or the possession of a key duplicated without authorization, constitutes a Class 3 misdemeanor, if the key(s) in question allows access to state property. New or additional keys are to be obtained from Locksmith Services.
 2. Requests for multiple keys will require approval from the FM manager of Building Support Systems.
 3. Outdated or obsolete keys are to be returned to the Lock shop. The key inventory will be updated to reflect changes.

F. Lost, Missing or Stolen Keys

1. Individuals issued keys are responsible for their physical security. The loss of a key should be reported to your manager/supervisor immediately.
2. If key(s) are lost or stolen off campus, a report should be filed with Police in the jurisdiction where the loss or theft occurred as well as with JMU Police. JMU Police will provide a case number which should be provided to the Lock shop staff.

