POLICY: I:14—Key Control

Procedure Review: Annually

APPROVED: Executive Director of Facilities and Construction:

DATED: September 1999
UPDATED: June 2024

I. PURPOSE

The purpose of this procedure is to ensure keys issued to Facilities Management (FM) employees are accounted for and to define employee 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, 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 individual's name, 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 - Responsible for the implementation of this procedure within 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 FM associates.

C.   Managers and Supervisors - Responsible for ensuring this procedure is clearly defined to employees.

D.   Housekeeping Supervisors and Team Leaders - Responsible for collecting keys from employees who no longer require access to buildings/areas for which they have been issued keys or when they leave employment.

E.   Lock Shop Supervisor - Responsible for the manufacture, duplication and issuance of university keys. Also responsible for ensuring the key software inventory is updated as changes occur.

F.   FM 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.

IV.   PROCEDURES

A.   A key audit is conducted 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.   Lock shop staff will physically verify FM employees and Housekeeping managers have the correct assigned key(s) in their possession. FM employee keys are audited on a bi-yearly basis. Housekeeping staff are audited annually. The Housekeeping supervisor is responsible for the audit for housekeeping employees.

C.   Project managers for contractors and supervisors of FM employees shall submit customer requests for keys in AiM. Allow 24 hours from the time the customer request 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.   Project managers and/or supervisors are to notify contractors of this procedure.

    3.   Key(s) are not to be loaned out to contractors.

    4.   Project managers are responsible for making sure keys are returned by contractors on a timely bases and/or revising return dates.

D.   Housekeeping staff are allowed to take janitorial and building entrance keys home. All other keys issued through the FM Lock shop must remain on university property in a secured key box designated specifically for housekeeping. Building entrance keys are issued only when card access is not available.

    1.   When an employee gives notice of leaving employment with the university, the Housekeeping team leader is to ensure keys are returned.

    2.   When an employee leaves without giving notice, the Housekeeping Team Leader should check the key box to locate the employees' keys. If the keys are not found, the Housekeeping team leader should contact a Housekeeping supervisor immediately.

If keys are not returned, the following notifications will be made:

- 1st notice – Housekeeping supervisor will contact the employee and request keys be returned.
- 2nd notice – Housekeeping supervisor will contact Human Resources and request a certified letter be sent to the employee requesting keys to be returned.
- 3rd notice – FM Lock shop staff will contact Campus Police for assistance in obtaining keys.

E.   Employees are responsible for keeping keys secure in a locked desk drawer, locker or key box when not in use. Keys are not to be left unattended at any time. This includes in a vehicle, on a cart, in doors etc. Keys issued on a locker ring shall not be separated. If doors are locked when entering a building, it must be locked when leaving. Loaning of keys is not permitted.

F.   When an employee leaves the university, keys are to be returned to the Lock shop. Supervisors are responsible for ensuring keys are returned.

G.   Lock changes and additional keys are requested through a customer request in AiM.

1.   Keys are not to be duplicated. 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 Lock shop staff.

2.   Requests for multiple keys will require approval from the Building Support Systems manager.

3.   Outdated or obsolete keys are to be returned to the Lock shop. The key inventory will be updated to reflect changes.

H.   Lost, Missing or Stolen Keys

1.   Individuals are responsible for their issued keys. The loss of a key should be reported to a manager/supervisor immediately.

2.   If key(s) are lost or stolen off campus, a report should be filed with the police in the jurisdiction where the loss/theft occurred, as well as with Campus Police. Campus Police will provide a case number which should be provided to the Lock shop staff.