



Facilities Management Department Policy Statement #15

Key Control

1. Purpose

The purpose of this policy is to ensure building security, to provide optimal physical security and safety for building occupants, and to protect the assets of the University. This policy applies to all buildings maintained by the University.

2. Scope

This policy will cover the responsibilities of all key holders. For the purpose of this policy the term “key” will include electronic access cards (such as electronic key fobs and identification badges).

3. Policy

It is the policy of Facilities Management to limit and tightly control the number of keys to University facilities and spaces. All keys to University facilities and spaces are the property of the University and must be obtained and managed in accordance with this policy.

4. Key Holder’s Responsibility

- A. A key holder is a person to whom an authorized key has been issued.
- B. The key holder is personally responsible for the use of all keys until the keys are returned to Facilities Management Lock Shop.
- C. Individuals must personally sign for their keys and shall not transfer or loan their keys to another individual.
- D. Key holders assume responsibility for the safekeeping of the key and its use. It is understood that the key is only to be used by the holder and that they will not make it available to anyone else.
- E. Key holders shall not unlock buildings or rooms for others unless the individual has a valid, verifiable reason and proper identification for access, or is known by the employee to have legitimate need for access to the room or building.

5. Guidelines

- A. Access
Electronic door card access will always be given preference over the distribution or access to physical keys.
- B. Key Audits
The Lock Shop may request an audit of any University owned keys at any time.
- C. Lock Changes

Submit all rekeying, installation of new locks, and key requests through the Facilities Management Lock Shop. Project managers and coordinators are to request the installation of contractor cores during the construction project.

D. Key Boxes

- i. All master keys on campus will be stored in Facilities Management key boxes.
- ii. Users will be required to swipe their University ID to check out keys from the key boxes.
- iii. Keys shall be returned to the key box at the end of the workday or when work completes during that day, whichever comes first.
- iv. Keys shall not be checked out for periods longer than eight hours at a time.
- v. Key box users will not check out keys to other individuals.
- vi. Access requests to the key boxes are submitted using the *Contractor Access Request* form within ARCHIBUS <https://archibus.uncc.edu/archibus>.

E. Mechanical Keys

Facilities Management personnel may carry mechanical room keys.

F. Contractors

- i. For major renovations, areas under construction can be rekeyed with contractor cores.
- ii. For projects that require building access that cannot be rekeyed with contractor cores, contractors may be given access to building key boxes.
- iii. Contractors must not leave the campus with University keys. Contractors must return keys to the key box at the end of the day. Contractors must pay for rekeying in the event keys are lost.
- iv. Contractors must be under contract or be covered under a contract (active Purchase Order or support agreement) and will be required to have a University issued card prior to requesting access to key boxes.
- v. Keys shall not be checked out for periods longer than eight hours at a time.
- vi. Contractor cards will be requested by University sponsor (i.e. Project Manager, Shop Supervisor) through the 49er Card office and require a sponsor's signature. It is the sponsor's responsibility to put a reasonable access expiration date on the account so the account will expire shortly after work completes. Key access will be no longer than a year.
- vii. Once the contractor has obtained a 49er card, access to key boxes will be requested from the University sponsor through the Facilities Management Lock Shop and ARCHIBUS Key Management application.
- viii. The key holder agrees to maintain the security of an area or building. All doors found locked upon arrival must be locked when leaving the worksite.
- ix. When a contractor's duties are terminated, the project manager or coordinator must communicate with the Facilities Management Lock Shop so all access can be removed to the lock boxes.
- x. Contractors must make sure all keys are returned to the key boxes prior to leaving campus.

G. Student Keys

- i. Student keys must be requested through a University staff/faculty member also referred to as a key requestor.

- ii. It is the key requestor's responsibility when requesting keys for students to make sure keys are returned on the designated key return date or the department will be responsible for paying for rekeying.
 - iii. The key requester will be required to pick up keys at the Lock Shop. A University issued picture ID (49er ID card) will be required to be swiped and verified before keys can be released.
- H. Key Custodians
- i. Some building tenants may be designated as key custodians.
 - ii. These key custodians will be responsible for tracking and giving out keys.
- I. Lost Keys
- i. When keys are lost, they shall be reported immediately to the Facilities Management Lock Shop.
 - ii. Employees who lose keys are subject to disciplinary action.
 - iii. It is the unit's or contractor's responsibility to pay for rekeying when keys are lost.
- J. Returning Keys
- i. Terminating Employee
 - 1. When any employee is terminated or leaves employment (i.e. resignation or retirement), the employee's supervisor must communicate with the Facilities Management Lock Shop so all access can be removed to the key boxes.
 - 2. The employee's supervisor must make sure all keys checked out of the key box are returned to the key boxes.
 - 3. Upon employee termination, it is the supervisor's responsibility to make sure all keys requested from the Lock Shop are returned to the Lock Shop.
 - ii. Transferring Employee
 - 1. Transferring keys between employees is not allowed.
 - 2. It is the employee supervisor's responsibility to ensure keys are returned when employees transfer to other units within Facilities Management or University departments.
 - 3. Transferring employees must return all current keys to the Lock Shop. New keys will be issued as appropriate, following the procedures for issuance of keys.

Philip M. Jones
Associate Vice Chancellor
Facilities Management

Initially Approved: February 29, 2016