

# UNIVERSITY OF SOUTHERN MAINE

## FACILITIES MANAGEMENT

### 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 assure appropriate access to work areas by employees 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.

#### B. DEFINITIONS

1. **Grand Master Key:** Provides total access to all buildings within a particular system on campus. Authorization for this key is granted by the Executive Director of Facilities Management and is restricted to Police and select Facilities Management 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 Vice President or division head\* and the Executive Director of Facilities Management, along with consultation with the Director of Campus Police and Safety. \*Note: In situations of multiple tenants and thus, multiple Vice President/Provost supervisors, the signature of all building supervisors in that building is required for a Building Master 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 Vice President or division head\* and the Executive Director of Facilities Management, along with consultation with the Director of Campus Police and Safety. \*Note: In situations of multiple tenants and thus, multiple Vice President/Provost supervisors, the signature of all building supervisors in that building is required for a Building Sub-Master Key.
4. **Exterior Door Key:** Provides access to building 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.
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 VP, Dean, Director or Department Chair.
6. **Key Coordinator:** An individual designated, through the appropriate VP, for the responsibility of the issuance, return and record keeping of keys for Residence Halls, or other areas in which students need access, leased or contracted spaces.

#### C. BASIC POLICY FUNDAMENTALS

1. Police, Emergency Services (Fire and Rescue) and Facilities Management must have unrestricted access to all campus areas, for safety, security, and health reasons, through the establishment and maintenance of a master keying system. All necessary keys are kept in Knox boxes (Fire Dept. access only) in case of fire.
2. All employees (except students) of the University will be assured access to

their workspace. New employees will be issued key(s) to the area(s) they work and according to their need to access other areas.

3. Facilities Management **will not** issue keys directly to students, including student employees. A VP, Dean, Director or Department Chair 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.
4. The issuance of keys 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 (ie: food service, leased spaces) 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(s) to their own office and/or work area(s) that are regularly locked.
2. Faculty members and academic staff may be issued keys to their own offices and may also be issued keys to laboratories, storerooms, and other work areas, which they utilize and which are regularly locked. Faculty and staff will be issued keys to all other areas upon approval by the appropriate Department Dean or VP, as well as approval from the Executive Director of Facilities Management. All requests must be on a Key Request Form and clearly explain and justify the need.
3. All keys **must** be signed for in the Facilities Management Office on the campus where the key will be used and 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 he/she works. 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 until a report of a lost or missing key has been filed with Police. A copy of the report **must** be attached to the key request.
6. Duplicate keys are generally not issued. In certain situations duplicate keys will be issued only on a departmental level to the Department Director, Dean, Provost, Division Head or VP. 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 Facilities Management, and to utilize a sign-out procedure to track the location of keys at all times.
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. Requests for exceptions to this policy, or clarifications of it, should be directed to the Executive Director of Facilities Management.

#### E. KEY REQUEST PROCEDURES

1. **Key Requests:** The Facilities Management work order system will be used to facilitate all key requests, changes, replacements, etc. for its locksmiths.

*In no case shall the campus locksmith be contacted directly.* Requests for keys shall be made on a Key Request Form (no phone calls/e-mails) with the appropriate VP and direct supervisor signatures. A Facilities Management work order will be generated from this request. Key Request Forms will be kept on file at Facilities Management Office. The employee to whom the keys are issued must personally sign for all keys. **NO KEY WILL BE ISSUED WITHOUT PROPER AUTHORIZATION AND SIGNATURES.** Keys will be issued on the campus where they will be used during normal business hours of 8:00am-4:30pm Monday through Friday.

2. **Record Keeping:** 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. Facilities Management will periodically audit keys upon pickup of new keys and return of keys in accordance with Section H.
3. **Lock Changes:** 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 Executive Director of Facilities Management to maintain the security of the facility. The VP, Provost, Division Head, Dean, Department Chair, 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 or building 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 Facilities Management 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 Facilities Management 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 Facilities Management or Human Resources (to be given back to Facilities Management) 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
  - c. No University keys shall be transported via inter-campus or US mail. This includes keys being returned to Facilities Management.

## G. CHARGES

Facilities Management 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: \$25; Exterior Door Key or lock change: \$100 per door; Building Master Key: actual cost of re-keying building. Building Sub-Master Key: actual cost to rekey 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 Facilities Management. All keys for file cabinets, desks and other equipment will be charged on a time and materials basis. 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, Facilities Management will perform physical inventories of keys. Key found missing at that time would be subject to the above charges. Any extra/unnecessary or unauthorized keys will be retrieved.

## 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 (TPR) 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 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 of 7:00am- 4:30pm will require approval by the Facilities Management Department.
3. **Daily Key Request:** Daily access to University buildings will be obtained by signing out a building access key from the Facilities Management office. The office will be open from 8:00am – 4:30pm Monday-Friday. The contractor must sign a key tracking log (or other mechanism for tracking key possession) and all keys must be returned on the same day of issue. Multiple day requirements will require a daily sign out. **At no time will a contractor be allowed to keep a key ring overnight.** The contractor must present an ID and provide his/her name, company name, project Manager/University contact, time out, time returned and signature or other electronic means of verification. **The keys must be returned by 4:30pm daily.**
4. Keys for Facilities Contractors will be issued by Facilities Management whenever possible.

- a. Keys may be issued by the USM Police Department only with prior arrangement and written authorization from Facilities Management administrative or supervisory staff. If prior arrangement and authorization has not been communicated to the USM Police Department they will refuse to issue keys.
  - b. The Facilities Management Department will provide University Police with a list of the names of contractors authorized to receive designated key rings.
  - c. Contractors authorized to receive keys must show photo identification to sign out and return keys at the University Police station. Information as to who is issued keys, when they are signed out and returned will be recorded by University Police.
5. **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 Facilities Management Office.
- 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 Project Manager by the Facilities Management Administrative Team.
  - c. The Project Manager will issue the keys to the contractor acknowledging Section J6 below. (This may be in the Project Specifications or via a Project key Request Form.
    - A. d. The approved request form must be submitted to the Facilities Management office 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.
6. The contractor assumes all liability for lost keys. This includes all cost (material and labor) associated with rekeying buildings. Final payment for services provided will not be made until all issued keys are returned.

#### K. PERMANENT CONTRACTOR KEY ISSUANCE

Requests for Permanent Contractor keys (ie: food service, leases) shall be made on a Key Request Form. Final approval will be issued by the appropriate VP, Provost, Division Head, and the Executive Director of Facilities Management. All keys must be personally signed for by the Director or Supervisor representing the Permanent Contractor to whom the keys are issued. The Permanent Contractor has the ability to then issue keys for areas within their control. Common Contractor/University areas, such as the dining hall, entrances, certain storage closets, etc. must be issued/signed for by individuals, not transferred or distributed by the Contractor.

#### L. HIGH SECURITY AREAS

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 off the master key system is sought, exceptions to this policy must be made through the appropriate VP/Provost.

While extremely rare, the Executive Director of Facilities Management may grant authorization and approval for these exceptions. Facilities Management may deny custodial and maintenance services to these areas if access is not readily available. (Departments may want to investigate other security measures/devices before deciding upon this procedure.) All spaces must remain accessible for life safety reasons. High Security keys will be placed in Knox boxes for emergency personnel.