

F3.35 FACILITIES MANAGEMENT KEY CONTROL POLICY

Effective Date: 8/28/06

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I. PURPOSE

The purpose of this policy is to provide guidelines for key access to College owned and leased buildings with the ultimate goal of enhancing personal safety and security of physical assets of the College. This policy is focused only on mechanical locking systems.

II. Issuance, Control and Responsibility

College employees will be issued the lowest level key in the system hierarchy that is necessary to provide them access required by the individual's position and responsibilities.

All issued keys are the property of Stonehill College. It is a violation of both College policies and Massachusetts state law for any individual to attempt to duplicate or actually duplicate any key issued by the College. All keys issued shall be marked with a distinctive stamp and only the Department of Facilities Management is authorized to duplicate keys.

The Department of Facilities Management is responsible for installing, maintaining, servicing, replacing and updating all locks used to secure College owned and leased facilities. This responsibility includes the design of lock systems, maintenance and service of locks, issuance of all keys, and maintenance of cores, keys and records. No outside locksmith may perform any work at any of the College owned or leased facilities without the prior written approval of the Director of Maintenance and Operations.

The Department of Facilities Management will establish and implement procedures and will prepare such forms as are necessary for the management of keys. The Director of Maintenance and Operations, or in the event of his/her absence, the Assistant Vice President of Facilities Management, will issue separate keys to employees only upon the written request of the appropriate Department Head and subject to approval. [A sample key request memo](#) can be found on the [Facilities Management Web Site](#). Keys will be issued only when it is determined that there is a well defined ongoing need for access for the performance of the individual's assigned duties and responsibilities. Keys will be issued to individuals by name and these individuals will sign for and be held responsible and accountable for all such keys. Spare keys will not be issued.

Each Department Head is responsible for ensuring that proper key procedures are followed and that all members of their department maintain security practices.

This includes but is not limited to the following:

- Ensuring appropriate use of key(s) to maintain a secured area.
- Returning key(s) of any department member who no longer needs access to an area.
- Returning obsolete or unneeded key(s) to the Department of Facilities Management for proper disposal.
- Reporting the loss or theft of key(s) immediately to the Department of Facilities Management; this is the responsibility of the employee to whom the key(s) were issued.

Department Heads are responsible for retrieving issued keys from employees prior to termination, separation or retirement. The department will periodically (at least once every twelve months) audit, inventory and record key issuance records and lock boxes to assure security. Any discrepancies should be reported immediately to the Department of Facilities Management. Facilities Management may periodically audit individual and/or departmental key inventories and records to ensure that there is adherence to this policy.

Students shall not permanently be issued keys to areas other than their residence hall; students may gain access to other areas with the assistance of Campus Police with prior written approval from the appropriate Department Head responsible for that area.

III. Rules/Responsibilities

Key(s) are never to be left unattended on desks, in door locks, or carried in such a manner as to be susceptible to loss or theft. Whenever an occupant leaves a building after hours, the exterior door lock must be set to prevent unauthorized access. Campus Police must be notified whenever a potential or actual security problem exists, i.e., unauthorized entry, property theft, or loss of key(s). An authorized individual entering or leaving a secured building shall not permit any individual to enter who would not normally be permitted to enter the building.

IV. Access to Non-College Personnel

Certain non-College personnel who have a well defined and ongoing need for access to College facilities may request keys for access to certain areas through the Head of the Department which contracts for these services. It is the Department Head's responsibility to maintain a record and assure proper usage of each key provided.

In cases where there is no ongoing, continuous need for access to the facilities, vendors and contractors will either gain access with the assistance of Campus Police, or obtain keys for temporary use from the Department of Facilities Management. Prior written authorization for access must be requested by the Department Head responsible for the vendor/contractor, and appropriate notification to any and all Department Heads responsible for the space. Non-College personnel operating in such capacities will be provided the minimum level and duration of access required for accomplishing their work. Such

vendors/contractors will be required to return any temporary access keys to the Department of Facilities Management prior to departing the campus each day.

Non-College personnel who have a well defined and ongoing need for access to College facilities may request keys for access to certain areas through “project managers” which contract for these services. Issuance of keys for specific locations under renovation or construction may be approved under certain circumstances for the duration of the project. Access may be restricted to specific locations and granted for a period of days, weeks, or months, and should automatically expire at the end of the authorized period. It is the project manager’s responsibility to maintain records and assure proper usage of each key provided.

V. Issuance of Residence Hall Access Privileges

The Office of Residence Life is responsible for defining levels of access privileges for entry to the residence halls for all students, Residence Life professional staff and Resident Assistants.

Student access to the residence halls is limited to undergraduates enrolled at the College on a full time basis. The level of access is determined by place of residence. The Office of Residence Life will administer changes of residence or residence status that necessitates a corresponding change of a student’s access privileges. Loss of assigned keys must be reported to the Office of Residence Life immediately who in turn will notify Facilities Management. Failure to turn in keys at checkout will result in a charge assessed to the students account.

The Department of Conference and Events Services (CES) is responsible for defining levels of access privileges for entry to the residence halls by all visiting groups. At check-in, CES will issue all visiting program guests a key(s) to their assigned rooms. For their safety and the safety of their belongings, guests are urged to keep room doors locked and carry their keys with them at all times. Loss of assigned keys must be reported to the visiting group coordinator immediately who in turn will notify the CES office. Failure to turn in keys at checkout will result in a charge assessed to the visiting group to be included on the final invoice for payment. Front doors and room doors of the residence halls are to be kept unpropped at all times.

VI. Violations of Policy

Unauthorized locking devices are prohibited on campus. Modifying, removing or attempting to defeat or disable any security or safety device by unauthorized personnel is not permitted.

Any individual found causing intentional damage to College owned security or safety devices, or who props, holds open or in any way interferes with the proper securing of a security or safety device is in violation of College policy and will be subject to appropriate disciplinary action and/or prosecution.

VII. Key Request Procedure

- A) Requestors may only request keys for areas assigned under their control. The Department Head that administers the particular area must also approve all key requests for their areas.
- B) [Request forms](#) must be routed appropriately and include proper written approvals prior to key production.
- C) Obsolete, recovered or unneeded keys that are returned to a supervisor, Director or Department Head must be forwarded to the Department of Facilities Management for proper disposal and updating of key inventory records. Keys should be placed in a suitable envelope along with a signed explanatory note and sent via campus mail to the Director of Maintenance and Operations, Department of Facilities Management.
- D) Even if the same number and type of keys are to be issued to a subsequent employee, the recovered key(s) must be returned for key management records, and then reissued via the key request procedure.
- E) All new requests require the individual to sign for their key(s) personally and they must pick up all keys at the Department of Facilities Management.
- F) For the replacement of lost or stolen keys:
 - 1) The Stonehill College Police Department should be notified immediately via phone.
 - 2) The Department of Facilities Management should be notified in writing. The letter should state the name and department of the individual who was responsible for the key(s), the area(s) that were accessible by the key(s) and any and all known key codes.
 - 3) If the key has not been found after one week's time, initiate a replacement [key request](#).

Ensuring authorized signatures on the key request form and the signature of the individual to whom the key(s) will be issued supports key control.

The process generally takes one week to complete. Therefore, requestors are encouraged to submit a request at least one week in advance of their actual need for the key(s). For your convenience, requests may be submitted prior to the start date of new employees. Advanced arrangements may also be made for individuals to pick up their key(s) anytime that the Facilities Management department is open, simply by contacting the Department of Facilities Management.

For security reasons the issuance of a grand master, building master, and restricted keys is extremely limited.

VIII. Lock Changes

Lock changes may be initiated by completing the key request form. The request should clearly describe the locks to be changed as well as the reason for the change. All changes must have the approval of the appropriate Department Head responsible for that area.

IX. Financial Responsibility

Departments will be charged for re-keying and the re-issuance of key(s) for an area or employee in the case of internal department security. Lost, misplaced, stolen or over issuance of key(s) is solely the responsibility of the department responsible for the change. Replacement fees will be imposed for lost, stolen or misplaced keys, regardless of the circumstances.

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