

**PHYSICAL PLANT
OPERATIONAL & MAINTENANCE
ADMINISTRATIVE POLICY**

Section:	Administration	Effective date:	November 2007
Subject:	Key(s) and Lock(s)	Procedure Number:	A -01

Purpose

To provide a procedure that allows for the control of key(s) and lock(s) on university property to help minimize the risk to the safety and security of the Students, Faculty, Staff, and assets of Eastern Michigan University.

Procedure

1. LOCKSMITH PROCEDURE

1.1. AREAS TO BE SECURED

- 1.1.1. All external Entries
- 1.1.2. All Gated Areas as determined by Department of Public Safety
- 1.1.3. Any Areas protecting University Assets
- 1.1.4. All Individual Residential Life Units

1.2. PROCESS FOR REQUESTING A LOCKSET

- 1.2.1. Any department may request a lockset for any door that does not currently have one provided the following is followed.
 - 1.2.1.1. Department submits a work order request.
 - 1.2.1.2. Request includes an account number.

1.3. CONSTRUCTION STANDARDS

- 1.3.1. All locks, hardware, and keys will be installed and comply with construction standards as determined by the Department of Physical Plant.

2. KEY DISTRIBUTION PROCEDURE

2.1. KEY AUTHORIZATION AUTHORITY:

2.1.1. All keys shall be approved by a signature authority; the level of key being requested will determine the level of signature that will be required to process the request. The signature hierarchy is as follows:

2.1.2. President or Vice President of Business & Finance

- 2.1.2.1. **Great Grand Master**- Operates all locks in more than one division or college.
- 2.1.2.2. **Grand Master** - Operates all locks in a division or college or large building.
- 2.1.2.3. **Master** – Operates all locks within a particular building.
- 2.1.2.4. **Sub-Master** – Operates all locks within a particular area, suite, or department.
- 2.1.2.5. **Operating** – Operates a specific single lock only.

2.1.3. Vice President or Associate Vice President

- 2.1.3.1. **Grand Master** - Operates all locks in a division or college or large building.
- 2.1.3.2. **Master** – Operates all locks within a particular building.
- 2.1.3.3. **Sub-Master** – Operates all locks within a particular area, suite, or department.
- 2.1.3.4. **Operating** – Operates a specific single lock only.

2.1.4. Dean:

- 2.1.4.1. **Master** – Operates all locks within a particular building.
- 2.1.4.2. **Sub-Master** – Operates all locks within a particular area, suite, or department.
- 2.1.4.3. **Operating** – Operates a specific single lock only.

2.1.5. Department Head or Director

- 2.1.5.1. **Sub-Master** – Operates all locks within a particular area, suite, or department.
- 2.1.5.2. **Operating** – Operates a specific single lock only.

3. **KEY DISTRIBUTION PROCESS**

3.1. **Key Holder Responsibilities:** Employees shall only use their keys to access their assigned work areas and should lock doors when leaving any secured area. Employees must also ensure that keys are safeguarded and properly used.

3.1.1. In addition, each member of the Eastern Michigan University campus community who is issued a key agrees to the following:

3.1.1.1. Maintain personal possession of the key.

3.1.1.2. Not allow unauthorized use of the key.

3.1.1.3. Immediately report a lost or stolen key to the Department of Public Safety.

3.1.1.4. Not duplicate the key.

3.1.1.5. Return the key at the end of his/her employment with Eastern Michigan University to the Physical Plant who will then issue a clearance form indicating the return of the issued key(s). Failure to do so will result in a charge being assessed to the account of the authorizing Key Holder.

3.1.1.6. Individuals must not leave keys unattended or lend them to others. Any person who finds an unattended key(s) must return the key(s) to the Department of Public Safety as soon as possible.

3.1.1.7. Employees transferring departments agree to return issued key(s) to the Physical Plant which are no longer required, and requisition key(s) from the new department. The Physical Plant will then issue a clearance form indicating the return of the issued keys.

3.1.2. The unauthorized possession, use, or reproduction of a key may constitute theft and/or misappropriation. Any employee who violates this policy may be subject to disciplinary action up to and including termination.

3.2. **Key Request**

3.2.1. Requester will fill out a Key Request form for areas which they have a business related need to access. The Key Request Form is available through Physical Plant and on the Physical Plant website.

3.2.2. The requester will then take the request form to the Key Authorizing Authority have jurisdiction over the area of required access for their signature.

3.2.3. Upon completing all fields of the form, the requester will forward the form to Physical Plant.

3.3. Key Issuance

- 3.3.1. Physical Plant will notify requester when the key(s) are ready for pick-up.
- 3.3.2. Requester will then come to the Physical Plant, showing proof of identification; to sign for their key(s) and accept responsibility.
- 3.3.3. Departments may select a Key Coordinator to pick up the requested keys for the requester using the following guidelines.
 - 3.3.3.1. The Key Coordinator signs for the key(s) accepting responsibility for the key(s).
 - 3.3.3.2. Prior to releasing the key to the requester, the Key Coordinator transfers responsibility to the requester by having them sign for the key on the Key Request Form.
 - 3.3.3.3. Key Coordinator will then forward the Key Request Form to Physical Plant.
 - 3.3.3.4. Upon receipt of the requesters' signed Key Request Form, Physical Plant will return the Key Coordinators signed form thus releasing them from the liability of possessing the requesters' key.
 - 3.3.3.5. The last responsible/accountable party for any issued key(s) will be determined by the last signature received by the Physical Plant accepting receipt of the key(s).

3.4. Key Return

- 3.4.1. The department authority (dean, director, or department chair) must notify Physical Plant immediately when an employee or student separates from the University.
- 3.4.2. The departing employee or student must be directed by the department authority to return all assigned keys directly to Physical Plant.
- 3.4.3. If the employee or student cannot or will not return the keys to Physical Plant, the department authority has the right to collect the keys from the departing individual and shall be responsible for returning them immediately to Physical Plant.
- 3.4.4. If all assigned keys are not returned, Physical Plant will internally charge the account number indicated on the key card for the cost of re-keying the area and/or for the replacement cost of the key(s) not returned.
 - 3.4.4.1. The account number charged will be the one indicated on the original key card that was authorized by the department head or a valid account number associated with that department.

3.5. Re-Keying

- 3.5.1. The decision to issue additional replacement keys or re-keying an area will reside solely with Department of Public Safety and the Department of Physical Plant. Such a decision will be made upon consultation with building occupants and the lock shop department.

- 3.5.2. The costs associated with re-keying as a result of vandalism or a stolen key will be waived upon receipt of a campus police report. Re-keying costs incurred as a result of a lost key will be charged to the account originally indicated on the key card and performed on an overtime basis.
- 3.5.3. All costs for re-keying will be internally charged to the account number indicated on the key card when the employee was originally issued the key or a valid account number associated with that department.
- 3.5.4. In the event assigned keys are not returned to Physical Plant, it may be necessary to perform an audit of all keys assigned to a department to determine if re-keying is required. In such cases, the cost of the audit will be charged to the department's account number regardless if a re-keying action is performed.
- 3.5.5. Duplicate keys will not be issued until arrangements have been made to either:
- 3.5.5.1. Replace and pay for the lost keys.
 - 3.5.5.2. Re-key the area if the original keys are not returned to Physical Plant.
- 3.5.6. After documenting the return of keys, a receipt will be issued and provided to the employee and/or department when requested. It will be the responsibility of the employee/student/ and/or the department to retain the receipt for his/her records.
- 3.5.7. **Lost Keys**
- 3.5.7.1. For all buildings on campus, re-keying, lock changes or repair/replacement of inoperable locks as a result of a lost key will be made and charged to the authorizing department.
- 3.5.8. **CHARGES FOR LOCKSMITH SERVICES.**
- 3.5.8.1. **General Funded Buildings**
- 3.5.8.1.1. **Vandalism.**
 - 3.5.8.1.1.1. Re-keying, lock changes or repair/replacement of inoperable locks as a result of vandalism in general funded buildings will be made at no cost to building occupant. Evidence of a "forced entry" and/or a police report must accompany such a request.
 - 3.5.8.1.1.2. It is important to note that vandalism may have occurred as a result of a door inadvertently being left open or unlocked. In such cases, if no evidence of forced entry is present, departments' requiring any locksmith service as a result of a door being left unsecured; i.e., no evidence of forced entry will be charged on an overtime basis.
 - 3.5.8.1.2. **Stolen Keys**

3.5.8.1.2.1. Re-keying, lock changes or repair/replacement of inoperable locks as a result of a stolen key in a general funded building will be made at no cost to the building occupants. Evidence of a stolen key must be accompanied by a police report before a new key(s) will be issued.

3.5.8.2.Auxiliary Buildings

3.5.8.2.1. Vandalism.

3.5.8.2.1.1. Request for re-keying, lock changes, or repair/replacement of inoperable locks as a result of vandalism in auxiliary buildings must be accompanied by a police report.

3.5.8.2.1.2. Vandalism requiring any locksmith service resulting from an unsecured door inadvertently being left open or unlocked, with no evidence of a forced entry present, will be charged to the building occupants.

3.5.8.2.1.3. Re-keying, lock changes or repair/replacement of inoperable locks as a result of a stolen key in an auxiliary building will be charged to the building occupants. Evidence of a stolen key must be accompanied by a police report before a new key(s) will be issued.

3.6. Service Key(s)

3.6.1. Mechanical, Electrical, Custodial, and ICT Rooms

3.6.1.1. Will be controlled by the Department having authority over the equipment and/or materials housed in the space.

3.6.1.2. No keys will issued to any individual without authorization of the Department having authority over the equipment and/or materials housed in the space.

3.6.2. Faculty Offices

3.6.2.1. Access to Faculty Offices by Physical Plant staff personnel will only be on an as need basis.

3.6.2.2. All doors will be returned to their secured position when leaving the office space.

3.6.2.3. Under no circumstance will a door be left unsecured.

3.6.2.3.1. Exceptions to re-securing Faculty Office Doors

3.6.2.3.1.1. Faculty member allows staff member to leave door unsecured.

3.6.2.3.1.2. The Faculty Office is not assigned to a Faculty Member and is vacant.

3.6.3. Resident Life

3.6.3.1. Under no condition shall contractors or vendors be issued key(s) that allow them un-escorted access to an occupied door room.

- 3.6.3.2. Under no condition shall any personnel of the Physical Plant use their keys to enter an occupied or potentially occupied dorm room without an escort.
- 3.6.3.3. Escort may be another employee of the Physical Plant, an employee of the Housing department, or the occupant if they personally allow entrance to the room.
- 3.6.3.4. If the employee is alone and the escort is the dorm occupant, then the dorm room must stay open the entire time that the employee is in the room.
 - 3.6.3.4.1. If because of weather conditions the door cannot be left open then the employee must be escorted by someone other than the dorm occupant.
 - 3.6.3.4.2. If at any time the accompanying escort should leave the room, then the employee must also leave.
- 3.6.3.5. If access to the occupied or unoccupied space is to be made after normal business hours, then the escort must be a Housing Department employee.
- 3.6.3.6. Service calls will not be made after 9 pm to a dorm room unless the employee is escorted by a Housing employee and the service call is for an emergency.
 - 3.6.3.6.1. Emergencies are defined as: fire, flood, room temperatures below 65°F, the smell of smoke, and any issue that poses an immediate health and safety concern that cannot be resolved by the Housing staff and will not wait until normal business hours.

3.7. Student Key Issuance

- 3.7.1. Authority to authorize the issuance of key(s) to a student will reside with the Department having control over the space for which access is needed.
- 3.7.2. Responsibility for recovering an issued key resides with the department authorizing the issuance.
- 3.7.3. If the key(s) is not returned, then any cost caused by this failure will be charged to the department authorizing the issuance.

3.8. Contractor Key Issuance

- 3.8.1. Contractors will be issued keyed access to areas of verifiable need for a defined duration of time as determined by the project or contract. This need will be determined by the appropriate manager through a work order request.
- 3.8.2. The manager will be responsible for ensuring that the issuance of key(s) is for no longer than is absolutely necessary. The manager is also responsible for ensuring that key(s) are returned at the appropriate time and date.
- 3.8.3. Physical Plant reserves the right to perform background checks on all contractors. Determined by the background check, contractors may be refused building access.

3.8.4. No key shall be issued to any contractor that gives or could give access to an occupied dorm room or apartment. If access is needed to an occupied room or apartment, the contractor shall be escorted for the entire time that access is granted by an authorized representative of the Physical Plant or the Housing department.

3.9. **Lockbox Protocol**

3.9.1. Lockboxes for the Custodial Department will be located in the Physical Plant building.

3.9.2. Custodial staff personnel will be issued the key(s) that are required for the performance of their duties at the beginning of each shift.

3.9.3. All key(s) will be returned to their designated location in the appropriate Lockbox at the end of each shift.

3.9.4. Custodial supervisors/managers responsibilities:

3.9.4.1. The issuance and collected return of all key(s) used by their personnel.

3.9.4.2. Opening and securing the lock boxes.

3.9.4.2.1. Failure to secure any lockbox used for this process could result in disciplinary action against the responsible supervisor/manager.

3.9.5. Any key(s) that are not returned at the end of the shift are to be reported to the Director of Custodians, Grounds, Motor Pool, and Waste Management for appropriate action.

3.9.5.1. Failure to return keys to the appropriate Lockbox could result in disciplinary action against the individual failing to return the key(s) to their required location.

3.9.5.2. Failure to report to the Director of Custodians, Grounds, Motor Pool, and Waste Management any key(s) that are not returned could result in disciplinary action. The supervisor/manager is required to report the missing key(s).

3.10. **Miscellaneous Keying and Locksmith Services**

3.10.1. All miscellaneous keying and locksmith services performed on equipment not attached to the building such as padlocks, vehicles, file cabinets, office furniture etc. will be charged to the department requesting the work.

3.10.2. Departments requesting miscellaneous keying or locksmith services should submit a work order request with the appropriate account number.

3.10.3. Priority response will be given to requests that have an immediate impact on student service.

3.11. **Card Access**

3.11.1. Card access is controlled by the Building Administrators, the ICT department, and the Department of Public Safety.

3.11.2. Request to access various areas of the University through card access should not be directed to the Physical Plant department. Instead, they should be directed to the Building Administrators, the ICT department, or the Department of Public Safety.

3.11.3. Request for new or replacement cards should be directed to the Eagle Card Office at the ground level of the Student Center.

Authorized by:

Scott Storrar
Manager of Construction

Dieter Otto
Director of Custodians, Grounds, Motor Pool, and Waste Management

Chad W. Crocker
Director of Facilities Maintenance

John Donegan
Associate Vice President of Facilities

