

**EASTERN MICHIGAN**  
**U N I V E R S I T Y™**

**PHYSICAL PLANT  
OPERATIONAL & MAINTENANCE  
ADMINISTRATIVE PROCEDURE**

<b>Section</b>	<b>Subject</b>	<b>Effective date</b>	<b>Procedure Number</b>
<b>Administration</b>	<b>Key(s) and Lock(s)</b>	<b>May 30, 2013</b>	<b>A-01</b>

**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.

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# Procedure

## 1. LOCKSMITH PROCEDURES

### 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 within their assigned space for any door that does not currently have one provided the following:
  - 1.2.1.1. Department submits a work order request.
  - 1.2.1.2. Request includes an account number.
  - 1.2.1.3. The Physical Plant reserves the right to deny the installation of a lockset if it is determined that it will violate a health or safety code, a fire code, or if determined public access or access to a mechanical and/or electrical system.

### 1.3. MISCELLANEOUS KEYING AND LOCKSMITH SERVICES

- 1.3.1. 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.
- 1.3.2. Departments requesting miscellaneous keying/lock change or locksmith services should submit a work order request with the appropriate account number.
- 1.3.3. Priority response will be given to requests that have an immediate impact on student service.

### 1.4. CONSTRUCTION STANDARDS

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

## 2. KEY AUTHORIZATON

### 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, Vice President, Chief of Operations, or Divisional Chief Vice President**

2.1.2.1. **Grand Master** - Operates all locks in a division or college or large building.

2.1.2.2. **Master** – Operates all locks within a particular building.

2.1.2.3. **Sub-Master** – Operates all locks within a particular area, suite, or department.

2.1.2.4. **Operating** – Operates a specific single lock only.

2.1.3. **Dean or Associate Vice President/Assistant Vice President**

2.1.3.1. **Master** – Operates all locks within a particular building.

2.1.3.2. **Sub-Master** – Operates all locks within a particular area, suite, or department.

2.1.3.3. **Operating** – Operates a specific single lock only.

2.1.4. **Department Head or Director**

2.1.4.1. **Sub-Master** – Operates all locks within a particular area, suite, or department.

2.1.4.2. **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 and to the Physical Plant key office.

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 key office 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 Physical Plant Key Office as soon as possible. If the key(s) are found between the hours of 5:00pm – 8:00am, they are to be turned into the Department of Public Safety. Please view Section 3.6.2 and 3.6.3.

3.1.1.7 Employees transferring departments or locations agree to return issued key(s) to the Physical Plant key office. The Physical Plant key office 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 on the Physical Plant website.

<http://www.emich.edu/physplant/>.

3.2.2 The requester will then take the key request form to the Key Authorizing Authority having 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 key office.

### **3.3 Key Issuance**

3.3.1 Physical Plant will notify requester when the key(s) are ready for pick-up. Keys must be picked up within 30 day notice. Keys unclaimed within 30 days will be recycled and a service charge shall be assessed to the requesting department. The cost for all keys requested that are not distributed is \$25.00 per key.

3.3.2 Requester will then come to the Physical Plant key office, 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).

The Physical plant must give the key coordinator a copy of key request form.

3.3.3.2 Prior to the Key Coordinator releasing the key to the requester, the Key Coordinator will have the key holder sign the copy of the key request form. This form is delivered (hard copy) by inter-office mail or faxed back to the Physical Plant key office to relieve the Liability of the Key coordinator.

3.3.3.3 The last responsible/accountable party for any issued key(s) will be determined by the last signature received by the Physical Plant key office accepting receipt of the key(s).

### **3.4 Service Key(s) Issuance**

#### **3.4.1 Mechanical, Electrical, Custodial, and ICT Rooms**

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

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

#### **3.4.2 Faculty Offices/Housing Area/Classrooms/Dorm**

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

3.4.2.2 All doors will be returned to their secured position when leaving the office/classroom/housing/dorm space.

3.4.2.3 Under no circumstance will a door be left unsecured.

##### **3.4.2.4 Exceptions to re-securing Faculty Office Doors**

3.4.2.4.1.1 Faculty member allows staff member to leave door unsecured.

3.4.2.4.1.2 The Faculty Office is not assigned to a Faculty Member

### **3.5 Resident Life Key Issuance**

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

3.5.2 Under no condition shall any personnel of the Physical Plant use their key(s) to enter an occupied or potentially occupied dorm room or apartment without an escort.

3.5.3 Escort must be another EMU or emergency personnel.

3.5.4 If at any time the accompanying escort should leave the room, then the employee must also leave.

3.5.5 Service calls will not be made after 9 pm to a dorm room or apartment unless the employee is escorted by a Housing employee or Department of Public Safety and the service call is for an emergency.

3.5.6 Emergencies are defined as: fire, flood, room temperatures below 50°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.

### **3.6 Student Key Issuance**

3.6.1 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.

3.6.2 Responsibility for recovering an issued key resides with the department authorizing the issuance.

3.6.3 If the key(s) is not returned, then any cost caused by this failure will be charged to the department authorizing the issuance.

### **3.7 Contractor Key(s) Issuance**

3.7.1 Contractors will be issued keyed access to areas of verifiable need for a defined duration of time (Daily, short term, or long term) and the appropriate form will be completed and signed as determined by the project or contract. This need will be determined by the appropriate Project Manager/Manager through a work order request.

3.7.2 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.

3.7.3 Physical Plant reserves the right to perform background checks on all contractors. If determined by the background check, contractors may be refused building access.

3.7.4 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.

### **3.8 Trades Key(s) Issuance**

3.8.1 Keys can be issued to EMU Trades Personnel and/or their Escort to an occupied Dorm Room or Apartment. If access is needed to an occupied dorm room and/or apartment, the trades person shall be escorted for the entire time that access of the occupied dorm room and/or apartment is needed.

3.8.2 An authorized escort can pick up key(s) to a dorm room and/or apartment as long as written authorization (email) is sent to the Key Office by either the Manager of Housing and/or the Supervisor of Housing. The escort must provide a valid picture ID for verification of their identity per the written authorization to pick up keys.

3.8.3 For all afterhours and weekend dorm room and/or apartment access requests, the Trades Person's escort shall be either an Area Complex Director (ACD) and/or Residential Advisor (RA) from the originating dorm and/or apartment facility. The Trades Person can contact the Department of Public Safety for the contact information of the ACD and/or the RA.

### **3.9 Key Return**

3.9.1 The department authority (dean, director, or department chair) must notify Physical Plant immediately when an employee or student separates from the University.

3.9.2 The departing employee or student must be directed by the department authority to return all assigned keys directly to the Physical Plant key office.

- 3.9.3 If the employee or student cannot or will not return the key(s) to the Physical Plant key office, the department authority has the right to collect the key(s) from the departing individual and shall be responsible for returning them immediately to the Physical Plant key office.
- 3.9.4 If all assigned keys are not returned, Physical Plant key office 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.
- 3.9.4.1 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.
- 3.9.4.2 Found keys see 3.10.3.4

### 3.10 **Re-Keying**

- 3.10.1 The decision to issue additional replacement keys or re-keying an area will reside solely with Department of the Physical Plant. Such a decision will be made upon consultation with building occupants and the lock shop department.
- 3.10.2 All costs for re-keying will be internally charged to the account number indicated on the work order/requisition. For lost key(s) a \$25.00 service fee will be charged to the requesting department per key. Stolen key(s) or vandalism must be followed up with a claim report to the DPS. There will be no charge for re-keying or request for a new key(s) for the specific lock(s).
- 3.10.3 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. Note: Key(s) that are falsely reported as stolen but were actually lost or left unattended, will result in the Department and /or individual being charged for the cost of re-keying.
- 3.10.4 In the event assigned keys are not returned to Physical Plant, it may be necessary to perform an audit. The cost of the audit will be charged to the department's account number regardless if a re-keying action is performed.
- 3.10.5 Duplicate keys will not be issued until arrangements have been made to either:
- 3.10.5.1 Replace the lock(s) and pay for the lost keys.
- 3.10.5.2 Re-key the area if the original keys are not returned to Physical Plant key office. Cost or Re-key, not related to 3.8.3 above will be internally charged to the account number indicated on the work order/requisition.



### 3.11 LOST KEYS

- 3.11.1 If the Employee's assigned keys to University property are lost, the employee must immediately notify both the **Physical Plant Key Office ( 8a.m. -5p.m.) (734-487-2494)** and the **Department of Public Safety (734-487-1222)**.
- 3.11.2 The Physical Plant department will begin the "audit process" to determine the extent of the loss of keys and assist in the effort to find the lost keys.
- 3.11.3 Once the extent of key loss is determined by the Physical Plant, the Chief of Operations or the Director of Facilities Maintenance will notify the Chief of Police, the Vice President for Communications, and the President or their designees.
  - 3.11.3.1 The word "**Master Key**" should be **refrained from use**. However, if the word "**Master**" is used, it should be considered a very important key that can open multiple doors.
  - 3.11.3.2 Upon discussion of the President, Vice President for Communications, Chief of Police and Chief of Operations, or their respective designees, notification will be sent to the campus community of the lost keys.
  - 3.11.3.3 Any key(s) that are **found** are to be returned to the Physical Plant Key office. A Lost and Found Key(s) log shall be filled out and signed by the individual who finds the key(s). If the key(s) are found between the hours of 5pm – 8am (after hours), they are to be turned into the EMU Department of Public Safety. The Department of Public Safety Officer will file an *EMU Police Reverse of Property*. The report must reflect the name of the individual who found and turned in the key(s), where they were found and the serial numbers on each key(s). The key(s) are then to be returned to the Physical Plant Key Office the next day between the hours the 8 am to 5 pm where the returning officer will sign the found Key(s) return log. Along with a copy of the *EMU Police Reverse of Property Report*.

### 3.12 Stolen Keys

- 3.12.1 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. **Please view 3.10.**

### **3.13 CHARGES FOR LOCKSMITH SERVICES**

**3.13.1 General Funded Buildings-**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.

#### **3.13.1.1 Vandalism**

3.13.1.1.1 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.

3.13.1.1.2 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.

### **3.14 Auxiliary Buildings**

#### **3.14.1 Vandalism.**

3.14.1.1 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.

3.14.1.2 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.

3.14.1.3 Re-keying, lock changes or replacement of locks as a result of a lost key in an auxiliary Building will be charged to the building occupants.

3.14.1.4 Evidence of a stolen key must be accompanied by a police report before a new key (s) will be issued. No charges will be issued to the building occupant.

### **3.15 LOCKBOX PROTOCOL**

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

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

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

3.15.4 Custodial supervisors/managers responsibilities:

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

- 3.15.4.2 Opening and securing the lock boxes. Failure to secure any lockbox used for this process could result in disciplinary action against the responsible supervisor/manger.
- 3.15.5 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.
  - 3.15.5.1 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.
  - 3.15.5.2 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).
- 3.15.6 Trades and Daily Key Ring Box(s)
  - 3.15.6.1 This procedure is for the Daily Shift Operations and Emergency Call-ins for the Shops and Custodial Personnel.
  - 3.15.6.2 Keys are accessible to Shop and Custodial personnel from the start of their shifts to the end of their shifts Monday through Sunday. In addition the keys are accessible to all shop and custodial personnel on the Emergency Call-in lists.
  - 3.15.6.3 Tradesperson/Foreperson and/or Custodial personnel that take a key ring out of the shop box(s) are responsible for that key ring. Under no circumstance is a key ring that was signed out by an Employee to be given to another employee. All key rings have to be issued through the Watchman key Watcher System.
- 3.15.7 The Physical Plant Key Office maintains the Key Box(s) located in the Following Areas:
  - Trades Area:
    - 1. Electrical 2. Carpenter 3. HVAC/Plumbing 4. Afterhours main hallway
  - Central Operations:
  - Custodial
- 3.17.7.1 The Physical Plant Key Office maintains a daily report of key ring issuances through the Watchman Key Watcher System.
- 3.15.8 Key ring(s) issued are logged into the key water system by the individual employee ID cards.

Note: Follow instructions on the key box for key ring issuance.

- 3.15.8.1 Only one key Ring per employee per work order is allowed.
- 3.15.8.2 Return key ring after your work order has been completed.
- 3.15.8.3 If key ring is out contact the Foreperson.
- 3.15.8.4 No switching of Key Ring(s) from one person to another.

3.15.8.5 All key rings must be returned by the same person that the key ring was issued to.

### **3.16 CARD ACCESS**

- 3.16.1 Card access is controlled by the Building Administrators, the ICT department, and The Department of Public Safety.
- 3.16.2 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.
- 3.16.3 Request for new or replacement cards for staff should be directed to the Eagle Card Office at Pierce Hall.
- 3.16.4 For contractors “cards” on special projects, permission is designated through the Director or Assistant Director of the project to the Physical Plant Key Office. The Key Office will be contacted when card access is requested for the contractor.

### **3.17 AFTER PHYSICAL PLANT HOURS KEY ISSUANCE**

- 3.17.1 The Trades and approved Contractors shall use the afterhour’s key box located at the Physical Plant main hallway and Trades area.

### **3.18 CUSTODIAL AFTER HOURS, WEEKENDS AND EMERGENCIES**

- 3.18.1 Odd hour operations: A list will be provided to Department of Public Safety with the custodian’s name, the area they work in, the hours the custodian works and the ring number that goes with to the area covered by the custodian.
- 3.18.2. Emergency Call-ins:
  - 3.18.2.1 The Physical Plant Trades shall use the after hours key boxes located at the Physical Plant.
  - 3.18.2.2 When a custodian is called in for an emergency the supervisor on call will notify Department of Public Safety the name of the custodian that is responding to the emergency.
  - 3.18.2.3 These keys will be signed in and out in the Department of Public Safety (DPS) log book.

Authorized by:

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Scott Storrar  
Director, Facilities Planning and Construction

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

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Bilal Sarsour  
Director of Facilities Maintenance

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John Donegan  
Chief of Operations

# EASTERN MICHIGAN UNIVERSITY KEY REQUEST FORM

Fax# 734-487-3407  
Phone: 734-487-2494

Requester's Fund#: \_\_\_\_\_ Org#: \_\_\_\_\_ Program#: \_\_\_\_\_

Undergrad       Grad Student       Student       Faculty/Staff       Temp/Part Time

Key Holder Name/Title \_\_\_\_\_  
Last First Title

E-Number \_\_\_\_\_ Request Date \_\_\_\_\_ Department \_\_\_\_\_

E-mail \_\_\_\_\_@emich.edu Phone # \_\_\_\_\_

Key Type	Building/Area Description (If no room #)	Qty	Room #	Physical Plant Use Only		
				Issue Date	Prefix	Ser#

**KEY TYPES:**

- GM= Grand Master - Operates all locks in a division or college or large building.
- MK= Master – Operates all locks within a particular building.
- SMK= Sub-Master – Operates all locks within a particular area, suite or department.
- OK= Operating key – Operates a specific office or main suite or storage room lock.

PLEASE INDICATE:

- Keys will be picked up by Key Coordinator, send pick-up notice to \_\_\_\_\_@emich.edu
- Keys will be picked up by key Holder, Pick-up notice will be sent to Key Holder's email address.

Authorizing Authority Name and Title: \_\_\_\_\_  
(Print Name)

Authorizing Authority Signature: \_\_\_\_\_

By signing this form you are agreeing to the responsibilities associated with possession of a key and to comply with Eastern Michigan University's key policy and procedures. These responsibilities include reimbursing the University \$25.00 per assigned key for keys that are lost or not returned to the University upon termination of employment.

Date Issued \_\_\_\_\_ Received By \_\_\_\_\_  
(Print Name)

Signature \_\_\_\_\_

**Physical Plant Use Only**

Date Received: \_\_\_\_\_ Date Completed: \_\_\_\_\_  
Physical Plant Work Order# \_\_\_\_\_ TMA Batch#: \_\_\_\_\_







