Purpose
To provide reasonable security for persons and property within University facilities by controlling the distribution and use of keys.

General Policy
Keys shall be authorized only to persons with a substantial need to lock/unlock specific facilities. They shall be issued after administrative approval on properly executed Key Request Forms. The Key Request Form is located on the web under Facilities Management Work Control. Keys remain state property, entrusted to the individual key holder for his/her exclusive use, and must be returned when no longer needed.

Enforcement
The single most frequent cause of loss of building security is inadequate control of keys. Uncontrolled circulation or use of TWU keys so endangers the security of persons and property that violations of the policies hereunder are considered grounds for serious disciplinary action.

Authority
The President and Vice Presidents hold all authority to control keys. The delegation of this authority is through two agents: Key Authorizers and the University Access Control Office.

Key authorizers act as Vice Presidential agents in deciding what keys are needed by whom, and in authorizing their issue.

The University Access Control Office acts as a Vice Presidential agent by issuing keys only upon proper authorization and by maintaining records of all issues.

This designated Access Control Office is Facilities Management in the Physical Plant, 1200 Frame Street.
Responsibility

**President and Vice Presidents**
Order the creation of new Key Authorizing Departments. For each department, provide a list of Key Authorizers and the buildings/rooms under their control.

Order the revision of Key Authorizer and/or building/room information as necessary. NOTE: The University Access Control Office will make no revisions of this information except by signed order from the President or appropriate Vice President.

**Key Authorizer**
Arrange with Vice President for revision of Key Authorizer or building/room information.

Request keys only for authorized rooms and only for persons with a significant need to lock/unlock these rooms.

Maintain records, as needed to meet internal departmental needs, of all departmental keys currently issued. Cooperate with the University Access Control Office in a key audit every third year, as of September 1, 2000.

Enforce University Access Control Policy among key holders. Especially, prohibit the exchanging or loaning of keys and require the return of all keys to the University Access Control Office when they are no longer needed.

**Departmental Responsibility for Employees leaving TWU:** Before completion of the departmental exit process, require every employee leaving to provide written confirmation from the Access Control Office that all keys have been returned to the University Access Control Office.

If an employee leaves without notice after receiving their final paycheck and does not go through an exit clearance, every effort will be made to recover their keys through the following means.

**Faculty Members**
The Department Chair and/or Dean have the responsibility for contacting departing faculty members regarding the return of all university keys. Every reasonable effort will be made to insure that the Department Chair and/or Dean will maintain documentation to support that such efforts have been made.

**Staff Members**
The Department Chair/Head will contact the departing staff member and attempt to recover the keys. Every reasonable effort will be made to ensure that the keys are returned and the Department Chair/Head will maintain documentation to support that such efforts have been made.

**Teaching Assistant/Teaching Faculty/Student Employees/Students**
The Department Chair/Head will contact the departing employee and/or student and attempt to recover the keys. If this is unsuccessful, the student's university records will be blocked until such time as the missing keys are returned.

**University Access Control Office**
Maintain records of each Vice President’s Key Authorizers and areas authorized. Issue keys after verifying authorization and checking adherence to University Policy. Maintain records of all locks, key codes, key holders, Key Authorizers, key...
issued, and keys deleted. Provide various reports to Key Authorizing Departments. Conduct an audit of each Key Authorizing Departments key record every third year.

**Individual Key Holder** (A person who has been issued a controlled University key)
Pick up keys in person at the University Facilities Management Service Call Department at the Physical plant Service Center across from the Golf Course. Keys may be delivered for special request that are justified.

Do not exchange keys with or loan keys to another person. Do not accept, possess, or use a University key unless it has been issued at the University Access Control Office.

Protect keys from loss, theft, or unauthorized use. Report lost or stolen keys immediately to the department head and the University Department of Public Safety or the University Access Control Office. A $7.00 key replacement fee will be charged for each lost key.

Return any keys no longer needed. Return all keys upon termination. Keys must be returned ONLY to the University Access Control Office, not to the department. Failure to return University keys may result in the following: a key replacement fee and/or a rekeying charge; blocking of grades.

**University Human Resources Office**
As part of exit (clearance) processing, send all terminating employees through key clearance check issued through the Department of Human Resources.

**Miscellaneous**
Only one key per room or area will be issued to an individual. The issuance of multiple keys to individuals or departments for reassignment to other circumvents individual key accountability.

Grand master keys may be authorized only by the President, or the Vice President for Finance and Administration.

Building master keys may be authorized by only one designated Key Authorizing Department per building, normally the department having the most space in the building or the Building Representative’s department.

Keys to mechanical areas and custodial closets may be authorized only by Facilities Management.

Key to ITS (technology) areas and closets may be authorized only by the Vice President for Academic and Information Services.

Removal of a lock from the grand master keying system requires written approval from the President or appropriate Vice President. All locks removed from the grand master will be keyed under a special "Protected Master" issued only to the user and the University Department of Public Safety.

If a key has not been picked up from Access Control within 20 days of request, the Key Request Form will be voided and the Key Authorizing Department notified.

When keys are lost, stolen or not returned to the Access Control Office, the Key Authorizing Department officials and the Director of Facilities
Management will determine whether affected locks require re-keying. The appropriate department will be required to pay to re-key the area affected. The cost to re-key each lock will be $35.00. Key replacement will be $7.00.

It is unlawful for any person or group other than the University Lock Shop to produce, duplicate, or alter a University Key. Only this shop may make repairs, additions, alterations, re-keying, or reassignment of a University lock.

Due to security impact of the regulations herein, any deviation from them will require written justification and authorization of the President or appropriate Vice President.

*A signed copy of this document is located in your Department Handbook. You may also request a signed copy from the Access Control Desk.

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<thead>
<tr>
<th>Responsibility</th>
<th>Action</th>
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<tbody>
<tr>
<td>Departmental Authorizer</td>
<td>1. Determines whether the key requester has a substantial need to unlock or lock the area in question.</td>
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<td>2. Completes Key Request Form (KRF), filling in all required information and checking latest department record to assure that only authorized keys are requested. Request to arrive at Access Control at least 24 hours before key is needed.</td>
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<tr>
<td>Access Control Office</td>
<td>3. Processes KRF through computerized authorization verification and prepares key for pick up within 24 hours of receipt of KRF.</td>
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<tr>
<td>Key Requester and Holder</td>
<td>4. Request key at Access Control. Present TWU I.D. Card, sign KRF and receive key.</td>
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<td>5. Return key to Access Control when it is no longer needed.</td>
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<tr>
<td>Access Control Office</td>
<td>6. Maintains records of this transaction on computer and by filing white copy of the KRF.</td>
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<td>7. Notifies the requesting department of the issue of this key in a weekly memo.</td>
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<tr>
<td>Requesting Department</td>
<td>8. Marks the key form with issue date from the weekly memo and maintain this KRF in an alphabetical file of current keys.</td>
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<td>9. Assures that employee returns all keys to the Access Control Office when he/she terminates or no longer needs a key.</td>
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<tr>
<td>Access Control Office</td>
<td>10. Gives person returning key a receipt, clears record of key, maintains permanent records of all returned keys, and notifies department of the return of this key in a weekly memo.</td>
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