

# Lock and Key Management Policy

## Introduction

The purpose of this document is to provide a hard key security and management policy for Wake Forest University facilities that ensures positive control of all campus keys and locks. The plan, which includes mechanisms for central issue, return, and periodic inventory of keys, also establishes approval authorities for various types of key distribution in order to safeguard the personal safety of those who live and work on the campus, protect the assets of the University, and comply with regulatory laws such as the American Disabilities Act (ADA) and fire codes.

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## 1. Responsibilities

### A. General

- Keys are and remain at all times the property of Wake Forest University.
- Keys may not be duplicated by WFU employees, students or any other agency other than the University Lock & Key Shop (Lockshop).

### B. Faculty, Staff & Students

- Students are responsible for following the guidelines of the Student Handbook for all Residence Hall key needs. Otherwise, students are to use this document.
- WFU Employees are responsible for completing the Key Request Form, providing proper signatures and picking up all keys authorized for their use.
- WFU Employees are responsible for the appropriate use, care, and control of all keys assigned for their use.
- WFU Employees may only use keys in their official University capacity and for the purpose for which they are authorized.
- WFU Employees shall respond to their Departmental Key Coordinators (Coordinator) as requested during periodic inventories by verifying and reporting all keys assigned for their use.
- Report any lost or stolen keys through your line of authority and Coordinator as soon as it is known.
- WFU Employees may not transfer or pass keys to others but must follow proper approval and record-keeping procedures for returning and requesting keys.
- WFU Employees shall return keys along with the Key Return Form at the end of their duration at the University

### C. University Departments

- Departments are responsible and accountable, through the department head or chair, for all keys held which access buildings, classrooms, laboratories, study rooms, offices, file/storage rooms, or any other departmental areas for which a key is required. Further, Departments shall insure that their departmental faculty, staff, and/or students adhere to the WFU Lock and Key Policy.

- Departments are responsible to notify and provide proper documentation when any individual changes status which affects their key use authorization and shall ensure that all keys are signed for and are returned to the F&CS Lockshop by WFU Employees when access is no longer required.
- Departments are responsible for providing a current signature authorization list of the Dean, Chair, Director, Proxy, or other Department Head to the Lockshop for all key requests by that Department. New Key Requests will only be honored when accompanied by the appropriate authorization signature(s).
- Departments shall designate a Departmental Key Coordinator (Coordinator) to support execution of the key policy and plan within the department.
- Upon request by the Lockshop, departments shall perform an annual key inventory to verify and update key control records.
- New Lock and key expenses or Re-keying expenses due to lost, stolen, or un-returned keys will be the responsibility of the school or department.
- Departments shall prohibit transferring or passing keys between individuals. Key Return and New Key Request Process will be followed for obtaining keys for authorized personnel.
- Departments are responsible for requesting and justifying any Off-Master Key needs within their department.

#### **D. Department Key Coordinators (Coordinators)**

- Coordinators serve as liaisons for their Department on all major lock and key matters. This includes, for example, Department Head changes, lost keys, new requests, inventories, and maintenance requests.
- Coordinators lead and are responsible for the inventory effort for their departments
- Coordinators may request reports and other data necessary to help manage keys assigned within their Department and may request an inventory of their department outside the normal cycle if they deem necessary.
- Coordinators may request keys for groups of students or temporary assignments where an individual authorization is not feasible.

#### **E. Contractors and Non-University Employees (Contractors)**

- Contractors and Non-University employees (Contractors) are responsible to ensure their requests are limited to the location and duration necessary to complete the contracted task.
- Contractors are responsible to complete the appropriate record-keeping document and obtain signatures prior to requesting keys. All requests shall identify a University Sponsor for whom the contractor is reporting to while on campus
- Contractors shall work with their contact person or sponsor (sponsor) to determine if key(s) are to be obtained and returned daily or assigned for a period of time.
- Re-keying expenses due to lost, stolen, or un-returned keys will be the responsibility of the Contractor

#### **F. Lock & Key Shop (Lockshop)**

- The Lockshop is responsible for creating and maintaining the University's Lock and Key Control system, including software systems, service equipment, and product standards.
- Establishing the policy, procedures and plans to govern the lock and key system for the University
- Maintaining the master and original keys and related hardware and documentation
- Complying with fire code and ADA standards and laws regarding keys and locks
- Issuing keys with properly signed documentation as requested by the departments
- Maintaining a computer database of all pertinent information relative to the University key system
- Providing all lock and key work, including but not limited to, making and issuing keys, rekeying locks, replacing and/or repairing locks and related equipment, opening locks, and stocking necessary hardware and supplies
- Lockshop shall schedule and lead the annual key inventory, providing existing key records to departments for verification, and updating all changes into the system.
- Lockshop will provide door and lock hardware specifications, key hierarchy, and standards for use in all construction and renovation projects. Review of design drawings to verify new product meets the University standards.

- Keep updated and aware of emerging technologies in the Lockshop arena and make recommendations to Facilities and Campus Services (F&CS) leadership as these technologies become viable.

## **2. Requesting Keys**

### **A. Requesting New Keys**

- Students follow student Handbook for Residence Hall Key needs.
- WFU Employees will access the Facilities & Campus Services (F&CS) website, fill in the Key Request Form, print the form, and obtain authorization signatures as indicated. The signed form may be faxed or brought to F&CS and a key will be issued.
- In all cases, the key holder will need to pick up and sign for the key in order for it to be issued to them.

### **B. Requesting Replacement Keys**

- Students follow student Handbook for Residence Hall Key needs.
- WFU Employees - For a replacement of an already assigned key that has been damaged or is not working properly, contact the Customer Service Center (CSC) at x-4255, or via our website and submit a work request. Your old key is required to exchange for a replacement one.
- Lost or misplaced keys follow the New Key Request Process.

### **C. Requesting Keys for Contractors and Non-University Employees (Contractors)**

- Contractors may be issued keys to access a specific area or building for a specific duration when authorized by a sponsor. A contact person or sponsor (sponsor) is required to authorize Contractor Keys and should be a University employee with project or task responsibilities for the Contractor.
- Key(s) to be issued and returned during the same workday may be picked up from the F&CS Offices by filling out and signing a 1 day card. The Sponsor must provide verbal or written approval before a key is to be checked out.
- Keys issued for more than 1 day, a Contractor Key Request Form must be completed and then signed by the sponsor. The signed form may be faxed (336-758-6060) or brought to F&CS for a key issued.
- Keys needed for emergency or after hours efforts may be checked out from the Central Heating Plant (CHP) with proper authorization from the sponsor.
- The Contractor's Representative acts as the key holder and will need to pick up and sign for the key in order for it to be placed in their possession.

## **3. Returning Keys**

- Students follow student Handbook for Residence Hall Key needs.
- WFU Employees - From the (F&CS) website, fill in the Key Return Form, print the form, and return it with the key to the F&CS Lockshop. Department Coordinators are authorized to return keys on the employee's behalf.
- Note: Keys must be returned in order for the keys to be removed from the WFU Employee and departmental records.

## **4. Lock, Key, or Door Hardware Maintenance Request**

- Students follow student Handbook for Residence Hall Key needs.
- WFU Employees - Door, Lock, or Key Maintenance requests follow our standard Work Order Procedures. If you have a maintenance issue, you can contact our Customer Service Center (CSC) at x-4255, or via our [website](#) and submit a work request.



## 5. Reporting Lost or Stolen Keys

- Students follow student Handbook for Residence Hall Key needs.
- WFU Employees - Report any Lost Keys through your line of authority and Coordinator as soon as it is known. Coordinator or individual must also notify the Lockshop via CSC (x-4255)
- For replacement of lost or misplaced keys follow the New Key Request Process.
- If re-keying is needed for security reasons, the department responsible for the keys will pay for this effort.

## 6. Locks off Master Key System

- All campus key hardware must be keyed to the Camus Master Key System for access in the event of an emergency.
- Locks shall be installed or removed from the University Master Key System only for special circumstances and require specific justification to do so. Examples where this is considered necessary are generally high security areas such as police evidence rooms, areas where money is stored, and controlled substance areas.
- Requests for exceptions must be submitted in writing to the Associate VP for Facilities and Campus Services. Only the AVP, F&CS can approve requests to remove hardware from the Master Key System.
- Since removal from the master key system prevents normal custodial and maintenance services, a representative with the off-master key must be made available for instances when services are required. That representative's name must be posted in the vicinity of the door.

## 7. Inventory

- The Lockshop will schedule and lead an annual University wide key inventory. To initiate the request, the lock shop will issue a Department Level Inventory Report to each department indicating current keys assigned to individuals within the department. The lock shop will also issue reports to contractor sponsors so that signed-out contractor keys can be confirmed at the time of the inventory.
- Department Coordinators will distribute the inventory information to their respective department staff and verify the physical existence of the keys and the accuracy of the inventory report. Coordinators will return a corrected Key Inventory report to the Lock shop within the requested timeframe.
- Sponsors will verify that contractors have custody of all WFU keys and validate the continued need and physical location of the key.
- Lockshop staff will update the WFU Key database to reflect all changes submitted by the department coordinators and issue a current key report to the departments for their records.
- Lockshop will be responsible for maintaining the electronic database and its integrity, and to provide department level inventory reports upon requests from department coordinators.

## 8. Forms & Files

### A. General

- Forms and Inventory files are available to download or print from the Facilities and Campus Services (F&CS) website (LINK). Phone requests or questions may be directed to the Customer Service Center at x-4255 or e-mailed to hall@wfu.edu.
- Forms requiring signatures may be faxed (758-6060) or mailed to F&CS, Attn Lockshop.
- Forms and files not requiring signature may be e-mailed to hall@wfu.edu w/ Lockshop in the subject line, faxed (758-6060) or mailed to F&CS, Attn Lockshop