

University of Kentucky

Key Policy and Procedures

The Central Key Management Facility or Key Shop provides key issuing services for campus buildings, excluding Real Property buildings, some Agriculture Buildings, and minimal fraternities and sororities.

1) Policy

- a) Faculty, staff, and students are issued keys upon the written authorization of the Key Coordinator appointed by the administrative head, dean, departmental chair or his/her designee.
- b) All keys issued are the property of the University. Other than master/grand master keys, which are to be returned to the key shop where issued, keys are to be returned to the issuing administrative unit or department under the following conditions:
 - i) Faculty and Staff
 - (1) Termination of employment
 - (2) Transfer to another department or building
 - (3) Request of the administrative head or department chair
 - ii) Students
 - (1) When not enrolled or employed (including the summer term)
 - (2) Request of the administrative head or department chair
- c) It is the responsibility of the administrative head or department chair to ensure that keys are issued and returned based on the Key regulations and procedures stated herein.
- d) The Key Shop is responsible for supplying keys to the Key Coordinator, monitoring the issuing of keys, and providing key inventory reports as requested.
- e) Assignment of keys to Physical Plant personnel to meet requirements throughout the campus will be the responsibility of the Physical Plant Division Director, or his designee.
- f) Assignment of keys to contractors, vendors, and service personnel, when required, will be the responsibility of the Physical Plant Division Key Coordinator or his designee.
- g) Assignment of keys to vendors, contractors, and service personnel will be by the same means as other staff, except that an officer or other signatory of the keyholder's company will sign an appropriate form as designated by the University Key Shop making the firm responsible for the key, its use and care, and consequences of loss. This provision shall include but will not be limited to indemnification of the University for suits, thefts or other losses arising out of inappropriate use of the key, or the rekeying of all key cylinders operated by the key and any attorney's fees and related expenses incurred by the University.
- h) Key Storage: All keys stored by the Key Coordinator shall be secured in a locked key control cabinet as prescribed by the Key Shop. Key control cabinets shall be equipped with numbered hooks only. Key tags shall not indicate the lock(s) operated by the key nor shall any written record containing identification information be kept in the same cabinet as the keys. High level master keys or keys to extremely high risk spaces shall not be maintained in these cabinets or stored elsewhere on the premises without special protections as directed by the Key Shop or University Police.
- i) Eligibility and Approval: Table 1 indicates, by keying level, who may receive a key and who may authorize such keys. This table is intended to provide general direction as there are special

circumstances not covered. To receive a key, the keyholder must qualify under the table below AND must also have a demonstrable need for the access level assigned by this table.

- j) **Lost/Stolen Keys:** Lost keys and the follow up process shall be documented prior to the issuance of replacement keys. If, as a result of lost or stolen keys, re-keying locks is determined to be necessary, the unit or department will be responsible for costs involved with replacing the cylinders and issuing the new keys.
- k) **Key Use and Care:** All persons using University keys – whether assigned or on a check-out basis – shall subscribe to the following policy:
 - i) Keys shall not be duplicated;
 - ii) Keys shall not be hidden outside the area accessed by the key;
 - iii) Keys shall not be left in lock cylinders, even for a moment. Once a door is opened, the key shall be removed from the key cylinder and re-secured by the keyholder;
 - iv) Keys shall remain in the keyholder’s possession at all times when on duty;
 - v) Keys shall not be loaned;
 - vi) Keys shall be returned upon separation from the institution;
 - vii) Keys shall be used only for official duties;
 - viii) Keys shall not be used to provide access to others unless authorized;
 - ix) Key losses shall be immediately reported to the staff supervisor;
 - x) Keys will be subject to periodic audit by staff supervisory personnel, University Public Safety and/or the Key Coordinator. The keyholder is required to surrender all keys that operate University locks in his/her possession regardless of how the key was acquired (i. e., duplicated outside the University).
 - xi) Check out keys provided on key rings shall not be removed from key rings.
- l) **Checkout keys:**
 - i) Checkout keys shall be located in a secured container at all times prior to check out. Rooms housing area masters and higher key levels for checkout purposes shall be staffed 24/7 or shall be alarmed.
 - ii) The checkout process shall include a method to ensure the keyholder is authorized; that the check out process is documented (time out, time in, key set checked out) and that keys are properly inventoried.
 - iii) Key sets (multiple keys on a ring) shall be provided on a sealed key ring as directed by the Key Shop. Keys so issued shall not be removed from this key ring.

Access, Eligibility, and Approval Chart

Keying Level	Access Level	Eligibility to Carry	Authority to Issue
Great Grand Master	Will operate all groups of locks under different master keys with an area	Selected PPD, Custodial and Maintenance Staff, building managers, police/fire personnel. Keys of this type are issued on a shift basis only.	Vice President governing area; Director of Facilities; Director of Housing; Director of Public Safety

Keying Level	Access Level	Eligibility to Carry	Authority to Issue
Building Master	Will operate all locks within a building	Departmental heads/chairs/deans and assistant deans (if the department encompasses the entire building) and other Departmental Personnel approved by Department Head; Custodial staff (shift basis only)	Department Head; Director of Facilities; Director of Housing; Director of Public Safety
Building Submaster	Will operate a given group of locks with a building	Department Heads and Building Management Personnel for those areas under their jurisdiction and those designated by the Department Head	Department Head; Director of Facilities; Director of Housing; Director of Public Safety
Room or Change Key	Will operate locks keyed alike	Faculty, staff, or students	Approval from Dean or Department Head or designee
Entrance Key	Designed to operate main doors	Faculty, staff, or students	Approval from Dean or Department Head or designee
Special Risk Areas or Processes	Will operate doors into or special keyed processes that have been designated as high risk. This may involve high valued items; biohazards; or special processes where access is strictly limited	As permitted by the person responsible for the area or process	Varies depending on the nature of the risk area

Table 1 – Access, Eligibility, and Approval

2) Regulations

- a) Keys are to be issued for the purpose of conducting University business only.
- b) Keys are to be issued based on the need for access, not convenience. Only those keys needed for regular work assignments should be authorized.
- c) Except for those keys dedicated as “loaner keys” or “check-out” keys, keys shall not be borrowed or loaned.
- d) Keys shall be issued only to the locks required for the duties of the keyholder.
- e) Keys shall not be used for purposes other than intended.
- f) Building masters or departmental master are only to be issued to those personnel who need access to all rooms controlled by that master key on a regular or frequent basis. Master keys

shall require special authorization ONLY from the director or department head. Where the master key operates locks within more than one department, the key request must include approval from the Key Coordinators in all affected departments. Master keys could be subject to more frequent audit.

- g) No administrative head, department chair, or his/her designee or Key Coordinator is authorized to issue keys to spaces for which he or she does not have responsibility.
- h) Keys are not to be obtained from a source other than the University. If a key is discovered to have been transferred or duplicated from a source other than the University Key Shop, it is to be confiscated and the individual(s) involved reported to the administrative head or dean or departmental chair for disciplinary action.
- i) Keys are not to be transferred from one individual to another. All key issuance shall be conducted by the Key Coordinator who will provide appropriate written records of the transaction.
- j) Department Heads, and their designee responsible for key control, will at all times maintain an accurate accounting of keys in a format as directed by the Central Key Management Facility. These key records will be subject to audit at any time by the University.
- k) Keys to desks, cabinets, lockers, etc. are to be maintained by the department. The Key Shop will provide and charge to cut keys as required, if a tag key is available.
- l) The loss or theft of keys is to be reported immediately to the administrative head or department chair and the Key Shop. A key loss report will be subjected to an evaluation which may include the unit/departments impacted and the University Public Safety Department. The result of this evaluation may or may not require the affected locks to be rekeyed. This decision will be based on an assessment of the type of key and the circumstances of the loss.
- m) Damaged or broken keys shall be returned to the unit/department head or Key Coordinator who will record the event and return the key to the Key Shop for replacement (if necessary). The serial number of this key will remain in the database.
- n) Any University keys that are found are to be returned to the Key Shop.

3) Definitions

- a) Key Coordinator: the individual designated by the administrative head or department chair who is responsible for the issuance, control, and return of keys for unit or department.
- b) Authorization – the head of the administrative unit or department must complete an Authorization Form (available on the Web at www.berkeley.edu) identifying the Key Coordinator(s) for his/her unit/department.
- c) Authorization Form provides the signatures of the individuals who are responsible for assigning keys. The form must be on electronic file in the Key Shop before keys can be issued.
- d) Key Request: a web-based form sent by a Key Coordinator to the (Central Key Management Facility) Key Shop requesting that a specific key or keys be issued to the unit or department. The request will contain:
 - i) the department/unit's name
 - ii) the name of the key coordinator
 - iii) the key coordinator's telephone number

- iv) the key coordinator's email address
 - v) the key coordinator's building and room number where the key(s) should be delivered
 - vi) the specific keys requested
 - vii) the account number to be charged for the key(s)
 - viii) the electronic signature of the key coordinator
- e) Key Control System – the electronic system developed to record key actions such as issuance, loss, theft, or return.

4) Procedures

a) Obtaining a Key

i) Authorization

(1) The head of the administrative unit or department provides the Key Shop with the names of the unit/department's Key Coordinators.

(a) The Key Shop will provide Police Department with a list of Key Coordinators.

(2) At least two people shall be authorized as Key Coordinator so that someone will always be available.

(3) Anytime there is a change in the key coordinator, the unit or department head must notify the Key Shop.

(4) Refer to Section 1) paragraph I, for the key level and the approvals required.

ii) To request a key, the Key Coordinator submits an electronic Key Request to the Key Shop. Requests without the Key Coordinator's electronic signature will be returned unfilled.

iii) The Key Shop will cut the key(s) and deliver such only to the requesting Key Coordinator via Campus Mail. Keys will not be provided to individual keyholders by the Key Shop.

iv) The Key Coordinator will issue the key to an individual and record it in the unit/department's key control system.

(1) All persons receiving a key will sign an agreement at the time of key pickup that specifies use and care rules.

(2) The keyholder must receive the key directly – either through delivery or personal pickup.

(3) If the keyholder is unknown to the Key Coordinator, government issued photo identification must be presented by the keyholder to the Key Coordinator.

(4) The Key Coordinator will ensure the name on the pickup receipt is the same as that on the photo identification.

v) If a key being issued is a Master key, the Key Coordinator will notify the Key Shop of the individual receiving the key. The key request shall also include an authorization from the department head and all other Key Coordinators responsible for the departments also under the requested master key.

b) Key Return

- i) When the assigned key(s) are no longer needed, the person to whom they were issued shall return them to the Key Coordinator.
- ii) Failure to return a key may result in the following:
 - (1) For an employee: An official police report will be completed.
 - (2) For a student: A “hold” will be placed on the student’s record that will preclude the student from obtaining an official transcript or receiving a degree.
- c) Found Keys
 - i) Any University keys that are found are to be returned to the Key Shop.
- d) Check Out Keys
 - i) Persons authorized to receive a key shall be listed by the employing department or firm by name. This list shall be maintained at the checkout point.
 - ii) Sometime prior to the checkout event, the key rings will be inventoried and counted to verify all keys are present. This “key inventory” shall be written and signed by the person who conducted the inventory.
 - iii) Check-out keyholders shall present themselves to the location of checkout and, if unknown to the person checking out the keys, shall be requested to produce a photo ID at the time of checkout.
 - iv) Persons checking out keys shall sign the keys in and out, or use whatever key control method used by that department or unit to acquire keys. Times of check-out and in shall also be recorded. The key set(s) checked out shall also be recorded.
 - v) All checkout keys shall be returned at day’s (or end of shift) end except where keys are checked out for a longer term through special arrangement.
 - vi) The record of these events shall be maintained for a period of one year minimum from date of creation.
- e) Lost/Stolen Keys
 - i) Report a lost key immediately to the Key Coordinator, the Key Shop or the Public Safety Department using the “Lost/Stolen Key Report” form available at www.uky.edu.
 - ii) Forward the report immediately to the Public Safety Department. Special circumstances (i.e., if the key was taken in the commission of a crime) should be reported immediately to Public Safety, who will dispatch a police officer to complete the report.
 - iii) All reports of key loss will be reviewed by the Key Shop and/or Public Safety Department Crime Prevention Section to determine the potential impact on building security. Key THEFTS must be reviewed by Public Safety. Where keys were the specific object of a theft or robbery, special consideration may be required.
 - iv) Keys lost to residential room doors will be rekeyed regardless of the loss circumstances. Housing policy will dictate any costs passed to the resident.

- v) Decisions as to rekeying non-residential facilities will be made on a case by case basis with due consideration to the potential impact on security. A key loss will result in at least one of the following decisions:
 - (1) No rekeying will be required;
 - (2) The change key level will be changed (i.e., mandatory in residential room doors);
 - (3) Rekeying will be partially required (i.e., exterior doors where an area master is lost, or rekeying of only the high risk spaces within a building where the building master key was lost);
 - (4) Complete rekeying will be required (i.e., all doors affected will be rekeyed);
 - (5) Rekeying will take place, but on a phased basis (i.e., exterior doors first, followed by high risk spaces, than other offices);
 - (6) Security staff will be hired to secure the building to provide immediate remedial action.
- vi) Whatever the decision, the process, along with the decision made, shall be documented (i.e., the report form under the section "disposition" should be completed).
- f) Damaged or Broken Keys
 - i) Tape key parts together
 - ii) Submit key parts, together with the completed key request form, to the Key Shop. Key requests must be initiated by the departmental Key Coordinator.
 - iii) The broken/damaged key will be replaced at no cost to the unit or department after the keyholder records are verified.
- g) New Master Key
 - i) Upon designation of a new master key area, the Key Shop will notify the Police Department and provide the Department with the appropriate key(s).
- h) Lockout
 - i) Except in the case of emergency, the University Police Department will **not** unlock a building, room, etc. to provide access for an individual who has been locked out.
 - ii) Each department is responsible for establishing a procedure and identifying an individual to contact in the event of a lockout.