

UNIVERSITY OF MASSACHUSETTS KEY POLICY AND PROCEDURES MANUAL

GENERAL INFORMATION

The objectives of developing this policy are to safeguard the University of Massachusetts assets and personal property and to insure the safety of all students, faculty, and staff. To accomplish this, the following policies have been adopted to enhance building property and personal security by maintaining a tight control of the issuance and distribution of keys.

The Locksmith Department will monitor the number of high level keys that are issued, update the Division of Public Safety files, and update their internal files as changes in issued keys occur.

The daily issuing of necessary keys for use by employees will be controlled by the Physical Plant Lock Department or designated personnel.

The issuance of exterior building keys will be limited only to those employees requiring access to buildings.

Keys will be issued only to authorized persons who have a need for frequent access to specified areas. Authorization for issuance of a key is the responsibility of the appropriate Dean/Department Head. All key requests will be carefully reviewed and only valid and necessary requests will be approved.

Occasionally requests are made for a room to be removed from the master keying system and placed on a change key*. It should be noted by the persons responsible for these areas that there will be no custodial services in academic change key areas unless arrangements are made with the Academic Custodial Head, Physical Plant, telephone #545-0200.

***Change key: A key which operates only one cylinder or one group of cylinders that are keyed alike in a keying system.**

A. AUTHORIZATION OF KEYS

- 1. Keys will only be issued to individuals, and not to a department for general use. For example: a request written as "Please issue 6 keys to Department X for rooms 400, 402 etc." will be denied.**
- 2. The party requesting the key will complete section 1 of the Physical Plant Key Request Form, (exhibit #1), ensuring that all information is complete and accurate. This form is available from the Physical Plant upon request. No other form will be accepted.**
- 3. The completed Key Request Form must be approved by the appropriate Dean/Department Head. No other signature will be accepted.**
- 4. The white (original) copy of the Key Request Form will be forwarded to the Physical Plant for processing. The pink copy is retained by the requestor.**

B. MAKING OF KEYS

- 1. Upon receipt of the approved Key Request Form, the Physical Plant Lock Department foreman or designated qualified Locksmith will review the request prior to cutting the key(s).**
- 2. No person will be issued more than one key for any given building, room, or area.**

C. DISTRIBUTION OF KEYS

- 1. The Physical Plant Lock Shop, upon completing the authorized Key Request work, will contact the individual for whom the key has been made.**
- 2. Upon notification, the individual receiving the key will go to the Physical Plant Lock Department to receive the key. Before the key is issued, the recipient must present positive identification and sign the Receipt and Responsibility for Key Form (exhibit #2). This form is an agreement to abide by the terms of the Key Policy and Procedure Manual. The recipient's signature must be witnessed by a member of the Physical Plant Lock Shop Department. The Receipt and Responsibility Form will be distributed as follows:**

WHITE - (Original) retained by Lock Department
YELLOW - Sent to the Division of Public Safety
PINK - Keyholder copy

3. Large key issues of 20 or more keys may be handled by Department Heads/Building Coordinators by submitting a list of names for each key to the Lock Shop. After a security review, the new keys and Key Agreement forms will be issued to the Department Head/Building Coordinators who will have 10 working days to distribute the keys and return the signed Key Agreement forms to the Lock Shop. If Key Agreements are not returned during the 10 working days, the Lock Shop will collect all unissued keys from the department and distribute the remaining keys from the Lock Shop. If the completed Key Agreement forms are not available but the keys were issued, the area will be recored at the department's expense and new keys will only be issued from the Lock Shop.
4. The Lock Shop Department will be responsible for the issuance of all keys and maintain a paper and computer file system for all keys issued. A file is to be kept for each person which will consist of the authorized Key Request Form and a signed Receipt and Responsibility Key Form.

D. REPLACEMENT OF LOST KEYS

1. Anyone issued a University key accepts full responsibility for safeguarding that key against loss by carelessness or theft.
2. If a key is known to be lost or stolen, the Division of Public Safety must be notified upon discovery of the loss by the key holder. A replacement key must be requested through the appropriate Dean or Department Head. When the Dean or Department Head is satisfied that the key should be replaced, he/she will initiate a Lock Shop Key Request Form to have a replacement issued.
3. At the time the loss or theft occurs or at the time the replacement key is issued by the Lock Shop, the department shall pay replacement costs. In the case of loss or theft that is clearly without fault on the part of the keyholder, the Architectural Maintenance Section Head and Lock Department supervisor will jointly decide if the replacement charges to the department may be waived.

E. RETURN OF KEYS

1. Anyone issued keys who leaves the University employment or transfers to another department will return all keys to the Physical Plant Lock Department prior to the termination or transfer. **UNDER NO CIRCUMSTANCES ARE KEYS TO BE "PASSED ON" TO ANOTHER EMPLOYEE.**

2. The file copy of the keyholder's Receipt and Responsibility for Key Form will be forwarded to the Division of Public Safety to update the staff member's file.
3. All keys are property of the University of Massachusetts and are on loan to authorized individuals. Failure to return keys as stipulated may constitute misappropriation of University property and a breach of the Key Agreement.

F. TRANSFER OF KEYS

1. Under no circumstances will any individual loan or transfer any University of Massachusetts keys which have been entrusted to him/her.

G. DUPLICATION OF KEYS

1. Duplication of any University key by any person other than authorized agents of the Physical Plant Lock Department is strictly prohibited. Persons found in violation of this policy may be subject to disciplinary and/or legal action.

H. ENTRANCE TO BUILDINGS BY INDIVIDUALS WITHOUT KEYS

1. Any individual whose work responsibility requires him/her to enter a University building or office at a time when the area is locked should make arrangements with their Department Head for access. Building closing times will be issued to Deans, Directors, Department Heads and Building Coordinators on a regular basis.

1. PHYSICAL PLANT WORK

1. Physical Plant work crews requiring access to work locations during normal work shifts shall get the needed keys from the Physical Plant Lock Shop or at one of the approved designated command posts.
2. A hard copy of the work order will be required before keys will be issued.
3. Upon completion of work order assignments, all keys issued by the Lock Department will be returned. Keys are not permanently assigned to approved designated command posts. Supervisors will monitor this need at least once a week and return excess keys to the Lock Department.
4. At the end of each normal work shift, all keys for work assignments will be returned to the Physical Plant Lock Department approved designated command posts. **KEYS WILL NOT BE TAKEN HOME OR STORED IN CABINETS NOT APPROVED BY THE PHYSICAL PLANT LOCK DEPARTMENT.**

5. **The Supervisor at the command post has the responsibility to monitor that all keys issued are returned at the end of the normal work day and that the cabinet is locked.**
6. **Arrangements must be made to gain access to buildings for emergency work that takes place outside of regular work hours. This can be handled by arranging for the Lock Department or the Division of Public Safety to provide access to the site.**

J. HARDWARE INSTALLATION

1. **Design for lock associated hardware installations should be submitted to the Lock Shop supervisor for review.**
2. **Any lock associated hardware installations done by outside contractors must be compatible with our present interchangeable core system. LOCK DEPARTMENT CORES WILL NOT BE GIVEN OUT TO ANYONE AT ANY TIME.**
3. **The Lock Department supervisor should be called on to assist the project manager on the punch list inspection and the final acceptance inspection.**

K. CONTRACTORS

1. **Special assignment of keys, such as to contractors, etc. shall be approved by the Physical Plant Construction Manager.**
2. **The Physical Plant Construction Manager shall loan the Contractor's designated person a copy of the University Key Policy. The copy of the Policy loaned to the Contractor shall be returned to the Lock Department when the keys are picked up. This will ensure that any questions which the Contractor may have can be answered, and to sign the Receipt and Responsibility form.**
3. **The Contractor shall accept full responsibility for safeguarding keys against loss by carelessness or theft.**
4. **Contract retainer money shall not be released until the Contractor's designated key person returns the keys to the Physical Plant Lock Department.**

Operations - Lock Shop Key Request Form	SEND or deliver to: WORK CONTROL CENTER Physical Plant Department Campus Center Way University of Massachusetts at Amherst 01003	FOR PHYSICAL PLANT USE WORK ORDER NUMBER <hr/>
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Instructions - Use a separate key request form for each person requesting keys. Complete all items in box 1 in duplicate form. Retain the pink copy and send the white copy to the above address. Provide complete information necessary to expedite work.

1

Requestor's Name _____ Department _____ Telephone No. _____ Date _____

Requestor's Mailing Address _____ Building requiring work _____

Key Responsibility

Person key is to be issued to _____ Social Security No. _____ Position _____

Description of Key

Key Number _____ Room Number _____

Justification: _____

Authorized Approval Signature _____ Date _____

Specific Account No. _____ Funding Authorization Signature _____ Date _____
 Dean/Dept. Head

2 Physical Plant Use Only

Labor _____ Estimator _____

Material _____

Total _____

SECURITY REVIEW

Reviewed by: _____

Recommend: Yes () No () Priority: () Standard () Emergency ()

Comments: _____



MEMORANDUM

Date: December 02, 1992

To: Deans, Department Heads

From: Howard Cleveland, Architectural Maintenance Section Head

Subject: University key policy

I am pleased to release the first approved University key policy to the Deans and Department Heads, and hope that all will use this policy to direct us toward a higher level of security than we may have experienced in the past.

The Physical Plant recognizes its responsibility in implementing the key policy in a way which will insure a smooth transition from past practice to a formal process of key control.

Although sections of the key policy are in effect now, full implementation will begin December 13, 1992. Meetings are being held now with the building coordinators to review the key policy.

Attached to this memo you should find a copy of the University Key Policy, a Key Request Form, an additional Key Request Form, which can be attached to the original Key Request Form, and Locking Times/Academic Buildings.

This policy is based on providing as much security as possible with as little inconvenience to the campus as is practical. The main focus of the policy is control of the distribution of keys and the monitoring of who has responsibility for those keys.

The institution of this policy will lay the groundwork to improve campus security.

Howard Cleveland
Architectural Maintenance Section Head

HC/ko
cc: P. Daly