

## FACILITIES MANAGEMENT DEPARTMENT

Policy Title: Key Control and Card Access Policy Policy Number – D-12  
Section: Safety and Security  
Effective Date: April 12, 2007  
Last Review: April 12, 2007

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**Purpose:** The Facilities Management Department is charged with the responsibility for the efficient management of Towson University's Key and Card Access Control Program.

In order to facilitate the effective operation of the Key Control and Card Access program, the policy will be adhered to as follows:

**I. Policy: Key Control and Card Access**

**A. Procedure to follow for card access:**

Submit an Access Request Form selecting card access as the reason. Be sure to include the employee's name, one card I.D. number and the access level needed. Fax the request to Lock Smith Services ext. 4-4948.

**B. Key control is the responsibility of each department**

While the Facilities Management Department is given the responsibility to oversee the University's Key Control Program, **IT IS THE RESPONSIBILITY OF EACH DEPARTMENT TO MANAGE THE CONTROL OF KEYS ISSUED TO THE DEPARTMENT.** This means each department will designate a person to be the Departmental Key Coordinator. The Departmental Key Coordinator has the responsibility to maintain records for all keys issued to their department.

**C. Procedure to follow to obtain keys**

1. Access Request Form: An Access Request Form must be filled out in order to obtain new or replacement keys, re-keys, combination changes, locking devices or card access. Access Request Forms should be completed and submitted by your Departmental Key Coordinator. If you do not know who your Departmental Key Coordinator is, please phone the Facilities Management Central Key Coordinator on extension 4-2406.

An Access Request Form should be submitted to the Central Key Coordinator, Facilities Management Department. All requests must be signed by the Department head. The request should also list the name(s) of the individual(s) who will have possession of the key(s).

All keys are issued by the Facilities Management Department to the department's designated Key Coordinator. The Department Key Coordinator will then issue keys to the authorized individual. Due to the high security risks involved Grand Masters and Building Masters will be issued by the Central Key Coordinator directly to the requesting individual. The Facilities Management Department will only honor requests for additional keys or rekeying services, which have been approved by the Facilities Management Department.

2. Cost: Each department is responsible for the keys in their department. This includes bearing the costs involved in making new keys or rekeying locks. There will be a charge assessed as follows: \$5.00 per key, \$15.00 per standard core and \$18.50 per premium core.

D. Keys no longer needed: When keys are no longer needed, the Department's Key Coordinator will immediately notify the Central Key Coordinator and arrange to return the keys.

E. Charges for lost keys: Notify your Department Key Coordinator immediately. He/she will immediately notify the Central Key Coordinator to discuss potential security problems and any emergency action to be taken. A charge for any lost key shall be assessed against the department responsible as follows:

Operating Key	\$10.50
Sub-Master	\$15.75
Building Master	\$31.50
Grand Master	\$78.95

**It is up to the department to recover any fines from the individual for the lost key.**

F. **REPRODUCTION OF KEYS BY ANYONE OTHER THAN THE UNIVERSITY LOCKSMITH IS NOT AUTHORIZED.**

G. All personnel should make every effort to safeguard the security of buildings controlled by locking devices. Loss of keys or I.D. cards

or knowledge of areas to which unauthorized persons are gaining access should be promptly reported to the University Police Department so that corrective action may be taken immediately.

- H. Key Audits: The Central Key Coordinator is required to perform annual key audits for each department. The audit is conducted between the Central Key Coordinator and the Departmental Key Coordinator. Upon completion of the audit, a Key Control Performance Report is drafted and sent to the Departmental Key Coordinator, the Department Head. If any problems are reported, the Department Head should generate a letter to the Associate Vice President, Facilities Management, Police Operations and the Central Key Coordinator describing the steps being taken to resolve the problem.
- I. Grand Masters, Building Masters: Since these keys are issued directly to individuals by the Central Key Coordinator, it is the responsibility of these individuals to return any keys directly to the Central Key Coordinator if they are leaving the department or the University. It is ultimately the responsibility of the Department Head to make sure individuals leaving his/her department return all keys issued to them.
- J. Alternate Key Coordinator: Each department shall appoint an Alternate Key Coordinator to act in the absence of the regular Key Coordinator.
- K. Both the Departmental Key Coordinator and the Alternate Departmental Key Coordinator should be full-time state employees.
- L. Guidelines for Departmental Key Coordinators:
  - 1. Maintain adequate and correct records at all times accounting for all keys issued to the department.
  - 2. Have all employees sign for the receipt of any key(s) using the key liability form (online).
  - 3. Have all personnel sign the liability statement (online), which will outline the duties and responsibilities required of each person who is issued a key to university buildings and property.

4. Collect all keys from employee(s) who are leaving the department.
5. It is up to the department to recover any charges due to lost keys.
6. Remove key(s) from employee(s) records when returned to the Departmental Key Coordinator.
7. Only issue keys to employees in your own department.
8. Fax the Access Request form to the Central Key Coordinator 4-4948.
9. Return all obsolete keys to the Central Key Coordinator. They will be removed from the department's inventory.
10. Prior to a Department Key Coordinator leaving a department, he/she should advise the Central Key Coordinator in writing. The Central Key Coordinator will set up a joint audit to transfer total responsibility for the department's keys from the existing Department Key Coordinator to the newly appointed Department Key Coordinator or the Alternate Department Key Coordinator.
11. Keep Alternate Key Coordinator up-to-date.
12. Report any lost or stolen keys as soon as possible to the University Police and to the Central Key Coordinator.
13. Maintain the security of all keys entrusted to his/her care by keeping them in a locked cabinet which will be provided by Facilities Management.

II. The duties of the Central Key Coordinator for the University are as follows:

- A. Investigate all key and card access requests for approval or disapproval. Requests for Grand Master keys must be approved by the Associate Vice President of Facilities Management. Requests for Building Master keys must be approved by the Director of the Physical Plant.
- B. Forward all approved key or card access requests to Locksmith Services.

- C. Notify the Departmental Key Coordinator of any requests that are denied.
- D. Receive all completed key or card access orders from the Locksmith Services.
- E. Distribute all keys except for Grand Masters and Building Masters, to the Departmental Key Coordinator, requiring their signature.
- F. Distribute each Grand Master or Building Master directly to the recipient, requiring his or her signature.
- G. Conduct annual audits of all Departmental Key Coordinators and make appropriate recommendations when discrepancies are noted.
- H. Return audit reports to the Departmental Key Coordinators and to the Department Heads.
- I. If in the judgment of the Associate Vice President of Facilities Management the discrepancies are of a serious nature, a re-keying of the affected area will be ordered and the cost of labor and materials will be charged to that department.

Approved: \_\_\_\_\_ Date: \_\_\_\_\_  
Associate Vice President

