UCONN
UNIVERSITY OF CONNECTICUT

# LOCKSMITH SERVICES
# KEY POLICIES AND PROCEDURES

## A. GOAL

The purpose of this policy is to provide adequate building security for persons and property through the control of keys issued, to ensure appropriate access to work areas for employees into University buildings and to allow unrestricted access by Police, Fire and Facilities personnel to all campus aghdreas for reasons of security, facilities maintenance and repairs, safety and health.

## B. DEFINITIONS

1. **Great Grand Master Key**: Provide total access to all buildings within a particular system on campus. Authorization for this key is restricted to Police and Fire and Facilities personnel only.
2. **Building Master Key**: Provides access to all spaces within one building. The issuance of this key is restricted to persons authorized by a Dean, Department Head or Director. Each individual should only be allowed one key. Locksmith Services can have final discretion of issuing Building Master keys when deemed appropriate.
3. **Building Sub-Master Key**: Provides access to a group of rooms within a building. The issuance of this key is restricted to persons authorized by a Dean, Department Head or a Director. Locksmith Services can have final discretion of issuing Building Master keys when deemed appropriate.
4. **Exterior Door Key**: Provides access to building exterior door. Authorization for this key is the same as a Building Sub-Master Key. These are not issued where card access is present. Locksmith Services can have final discretion of issuing Building Master keys when deemed appropriate.
5. **Individual Room Key**: Provides access to a room/office or multiple rooms or offices that might be keyed alike within an individual building. Authorization is granted by the Dean, Department Head or director.
6. **Card Access**: Areas where there is an electronic reader for access in lieu of a mechanical key, occupants will use a card. In these instances, Locksmith Services does not issue a physical key.

## C. BASIC POLICY FUNDAMENTALS

1. Public Safety (Police and Fire) and Facilities staff must have unrestricted access to all campus areas for safety, security, and health reasons.

2. All employees (including Graduate Assistants and Student Workers) of the University will be assured access to their workspace. New employees will be issued key(s)/card access to the area(s) they work in and according to their need to access other areas.
3. Master and Sub Master Keys shall not leave University property. These keys, when not in use, shall be secured in a locked area by the key holder.
4. The issuance of keys/card access for all University buildings must be requested and authorized via a work order as outlined in Sections B & D.
5. The issuance of keys to non-University employees (University Affiliates) with assigned spaces (i.e., food service, leased) must conform to the basic principles identified within this policy.

## D. ISSUANCE OF KEYS

1. All University employees will be issued a key or card access(s) to their own office and/or work area(s) that are regularly locked.
2. Faculty members and academic staff may be issued keys/card access to their own offices and may also be issued keys or access to laboratories, stockrooms and other work areas, which they utilize, and which are regularly locked. Faculty and staff will be issued keys/card access to all other areas upon approval by the appropriate Dean, Department Head or Director. All requests must be via a work order and clearly explain and justify the need. Only one (1) key per space, per person should be issued.
3. All keys **must** be signed for by the person they are being issued to. All must be signed for in-person at Locksmith Services where a record of issued keys will be kept.
4. A UConn ID/photo ID and NetID will be required when signing for new keys.
5. One key will be issued to an employee for any area in which they work. The Department will be charged for replacement of a lost or missing key or failure to return an assigned key upon that employee's separation from the University (see Section G). A replacement key **will not** be issued. If the key is lost, a forced lock change will take place at the department's expense. Locksmith Services will then issue a new key.
6. No Master Key(s), shall be issued, lent, assigned to any student. Authorized student workers in roles that require having an assigned master key, *may be* authorized with approvals from the Dean, Department Head or Director AND Locksmith Services, also requires a business justification for master key requests.
7. Duplicate keys are not issued.

## E. KEY REQUEST PROCEDURES

1. **Key Requests**: The Facilities Management Work Order System (AiM) should be used to facilitate all key requests, changes, replacements, etc. https://uconn.assetworks.cloud/ready.
2. **NO KEY WILL BE ISSUED WITHOUT PROPER AUTHORIZATION AND SIGNATURES.** All Keys will be issued from Locksmith Services (Facilities Operations Building, 25 Ledyot Road, Storrs, Room 209) during normal business hours, 7:00 a.m. – 3:00 p.m. Monday through Friday.

3. **Record Keeping**: Locksmith Services will keep a record of every key, every lock, and every key core for the University's buildings. A key database will be maintained for all key records for the buildings and departments for which they are responsible.
4. **Lock Changes**: If keys are lost or stolen, they must be reported missing as soon as possible. Locksmith Services will determine if and when locks need to be changed as a result of a lost key(s). The Dean, Department Head, Director, or Appointee may request a lock change to maintain the security of the facility. The department will be charged for the actual cost of re-keying the area(s) or building(s) in accordance with Section G.

## F. KEY RETURN PROCEDURES

1. **Retrieval of Keys for University Buildings**: As the person responsible for the issuance of keys, the Key Coordinator and Supervisors will also be responsible for administering key retrieval procedures. Keys should be retrieved from the employee and returned to Locksmith Services whenever the following occur:
   a. **Change of assignment:** When a change occurs in a faculty or staff member's office or work areas in a University building, the appropriate Dean, Department Head or Director should request a new key(s) and identify the keys to be returned. Keys **must** be returned to Locksmith Services before or simultaneously when new keys are issued.
   b. **Faculty or staff separation**: Prior to an employee separation, key(s) **must** be returned to Locksmith Services. The key(s) will then be returned to inventory. If a faculty, staff member, or student fails to return his/her key(s), the department will be billed for the cost for changing the locks and issuing new keys for all effected areas.

## G. CHARGES

Locksmith Services has designated the following charges for the replacement of or failure to return the following types of assigned key(s). The costs will be charged to the department employing the individual identified as being responsible for not returning the key(s) or for losing the key(s). Individual Room Key replacement (any type of key): $15.00; lock change: $100.00 per cylinder (anywhere a key is inserted); Building Master Key: actual cost re-keying building. Building Sub-Master Key: actual cost to re-key all doors associated with the sub-master set and new keys. There will be no charge for, worn, bent or broken key(s) replacements provided that the actual damaged key(s) is returned to Locksmith Services. All expenses attributed to the replacement of keys or re-keying of doors will be the responsibility of their department.

## H. AUDITS

1. Locksmith Services will periodically audit individual's keys upon pickup and/or return of keys.

2. Periodically, Locksmith Services may perform a physical inventory of key(s). Key(s) found missing at that time will be subject to the above charges. Any extra/unnecessary or unauthorized key(s) shall be returned to Locksmith Services.

## I. NO DUPLICATION OR TRANSFERRING OF KEYS

1. No person may duplicate a University key(s) or request the unauthorized duplication of a University key(s).
2. No person may transfer any University key(s) from an individual entrusted with its possession to an unauthorized person or be in an unauthorized possession of a University key(s) (see Section F).
3. Keys in the possession of unauthorized persons will be confiscated.
4. No person shall, damage, tamper with or vandalize any University lock or security device.

## J. TEMPORARY CONTRACTOR KEY ISSUANCE

1. Key(s)/card access required by contractors or other non-University users (non-Affiliates) to access areas on campus to conduct their work **must** be pre-arranged and authorized by Locksmith Services via the Vendor Request Form. https://fo.uconn.edu/departments/trade-services/physical-security/locksmith/
2. Access and entrance to buildings outside the normal workday of 7:00 a.m. – 3:00 p.m. will require approval by the Facilities Operations Department and can be requested on the Vendor Request Form.
3. **Daily Key Request**: Daily access to University buildings will be obtained by signing out a key from the Locksmith Services office. The office will be open from 7:00 am. – 3:00 p.m. Monday-Friday. A contractor must sign a key tracking log and all keys must be returned on the same day of issue unless other arrangements are made. The contractor must present a photo ID and provide his/her name, company name, Project Manager/University contact, time out, time returned and signature.

## K. HIGH SECURITY AREAS/RESTRICTED AREAS

For reasons of safety and security, there may be rooms (ie: labs, mechanical spaces, etc) where keys have been restricted for public use without permission. These keys are clearly labeled and managed at Locksmith Services.