

Complete Policy Title: <b>Key Control Policy</b>	Policy Number (if applicable):
Approved by: <b>Vice-President (Administration)</b>	Date of Most Recent Approval: <b>June 8, 2011</b>
Date of Original Approval(s):	Supersedes/Amends Policy dated: <b>April 17, 2006</b>
Responsible Executive: <b>AVP, Facility Services</b>	Enquiries: <a href="#">Facility Services</a>
<b>DISCLAIMER:</b> <i>If there is a Discrepancy between this electronic policy and the written copy held by the policy owner, the written copy prevails.</i>	

## 1 POLICY

- 1.1 It is the policy of McMaster University to provide and maintain an open study, research, and work environment, provide safe conditions on its premises by regulating the issuance and control of keys related to the accessing of University property.

## 2 SCOPE

- 2.1 To provide a system for the issuance and control of all keys related to the operation of McMaster University, and the replacement, repair and maintenance of lock cylinders.

## 3 PURPOSE

- 3.1 A Key Control Policy is to establish reasonable personal security for members of the University community and to ensure the protection of personal and University property through the control of the distribution of keys.

## 4 PROCEDURE

### 4.1 Issuance

#### 4.1.1 Eligibility

- 4.1.1.1 Only faculty, staff, students and approved visitors may be issued keys.

---

#### 4.1.2 *Authority*

4.1.2.1 The issuance of keys must be authorized by the appropriate person in accordance with Keying Structure and Authorization Levels noted in Appendix 1.

4.1.2.2 Keys are only issued to Departments and Sub-Departments.

4.1.2.3 It is the responsibility of the Department or Sub-Department to keep adequate record of the faculty, staff, student or approved visitor who is in possession of the key.

4.1.2.4 For the purpose of this policy, the person tasked with key record keeping is the Departmental Key Clerk. A completed [Key Clerk Authorization Form](#), shown in Appendix 2, must be supplied to Facility Services.

#### 4.1.3 *Procedure*

4.1.3.1 Faculty, staff or students requiring keys must submit to their Departmental Key Clerk a completed [Key Request Form](#), shown in Appendix 3.

4.1.3.2 The Departmental Key Clerk will attain the necessary authorization for the key and forward the authorized Key Request Form to Facility Services.

4.1.3.3 Facility Services will confirm the authorization and cut the key. The key, along with the Key Request Form will be returned to the Departmental Key Clerk. The Key Clerk will sign the Key Request Form having received the key. Facility Services will retain the signed Key Request Form as a record that the key has been cut and received by the Department requesting the key.

#### 4.2 **Care**

4.2.1 All keys will remain property of the University at all times. The proper use and care of the keys is the responsibility of the individual to whom the keys are issued. Keys must not be loaned, duplicated or used in an unauthorized manner.

#### 4.3 **Return**

4.3.1 Keys shall be returned to the Departmental Key Clerk by the individual to whom the keys were issued as follows:

4.3.1.1 Upon transfer to another department, position or building.

4.3.1.2 Upon resignation, retirement or termination.

4.3.1.3 Upon completion of the temporary issue period as specified on the Key Request Form.

4.3.1.4 Upon the request of the authorizing persons outlined in Appendix 1.

#### 4.4 **Padlock, Peripheral and Personal Lock Policy**

4.4.1 All padlocks to doors or gates affecting University property must be compatible with the authorized key control system.

4.4.2 All locks and keys to these locks will be controlled in accordance with this policy.

4.4.3 Keys to file cabinets, desk drawers, and personal lockers will remain the responsibility for the person in charge of the area.

#### 4.5 **Numbering Systems for Keys**

4.5.1 An identifying serial number will be stamped on each key for record purposes.

4.5.2 Only one key for a specific area, room or door will be issued to any one person.

#### 4.6 **Lost or Stolen Keys**

4.6.1 Lost or stolen keys must be reported immediately to Security Services. A new key will not be issued to anyone unless an Incident Report completed by Security Services is on file.

4.6.2 The charge to replace a key will be the same as the issuance of a key and will be done in accordance with Rekeying Costs as noted in Appendix 4.

4.6.3 Charges for cylinder replacement or pin combination change, if this is required as a result of a lost or stolen key, shall be done in accordance with Appendix 4.

4.6.4 All pieces of a broken key must be returned to Facility Services or accounted for before a replacement key may be issued.

4.6.5 Depending on the Departmental arrangement, the key holder may be personally responsible for the replacement cost of keys that are lost or stolen and for rekeying costs, while the key is in their possession.

#### 4.7 **Repair of Locks, Keys or Door Hardware**

- 4.7.1 McMaster University is a licensed user of the Medeco Keying System. As a high security system, a number of restrictions are required by the manufacturer to maintain the integrity of the system.
- 4.7.2 All repairs or additions to any locking device, key or door hardware installed by the University shall be controlled by Facility Services and documented with a numbered work order. If a change to an access combination is made rendering the old key inoperable, the change must be noted and the key control records changed to reflect the new key code.
- 4.7.3 Only personnel or contractors authorized by Facility Services shall repair a University lock or cut a university key.

#### 4.8 **Facility Services and Security Services Staff**

- 4.8.1 Permanent assignment of keys to service staff in Facility Services and Security Services to campus buildings shall be made only in cases of demonstrated need for operation, safety and security reasons. (In most cases supervisors only.)
- 4.8.2 Temporary assignment of keys for service staff allowing access to work areas for the period of a day or two can be made through the Department. Keys will be issued in exchange for personal identification tags, so that a record of who has been temporarily issued keys is maintained.
- 4.8.3 Keys shall not be issued to cleaning staff for designated high security areas without the written permission of the Dean/Supervisor in charge.

#### 4.9 **Key Issuance to Outside Contractors**

- 4.9.1 Repairs of campus facilities which require a contractor to be issued a key to any campus building must be approved by the Departmental Key Clerk and the authorized signing authority issuing the key to the contractor. The contractor shall be issued and shall return the key(s) in accordance with this policy. A release must be signed by the contractor to deduct funds from the amount owing on the contract for the cost of rekeying in accordance with Appendix 4 if the key is lost or stolen.

### 5 **RESPONSIBILITY**

#### 5.1 **Keyholder**

- 5.1.1 Will be responsible for caring for the keys in their possession in accordance with section 4.2.1. May be responsible for the replacement cost of keys that are lost or stolen and for rekeying costs.

---

**5.2 Departmental Chair/Director and Key Clerk**

5.2.1 To ensure that keys are returned to the Department upon resignation, retirement, transfer, or termination of any key holder. Records of keys and key holders are maintained in a secure and confidential manner.

**5.3 Security Services**

5.3.1 Investigate and record lost or stolen key reports.

**5.4 Facility Services**

5.4.1 Control all repairs and additions to any locking device, key or door hardware installed by the University.

5.4.2 Document all rekeying with a numbered work order and note all key control records changed to reflect the new key code.

**5.5 Deans/Supervisors**

5.5.1 Provide written permission to cleaning staff to obtain keys for high security or sensitive areas.

**6 COSTS**

6.1 See Appendix 4.

**7 ACCOUNTABILITY**

7.1 All persons are accountable to their supervisors for adherence to this policy.

**APPENDIX 1**

**Keying Structure and Authorization Levels**

<b>Key Level</b>	<b>Key Use</b>	<b>Eligible Key Holder</b>	<b>Authorization</b>
<i>GGGGM</i> Great Great Great Grand Master	Campus	None – Key Not Issued	N/A
<i>GGM</i> Great Great Grand Master	Divisions	Security Services	1) Director, Security Services, and 2) Assistant Vice-President, Facility Services
<i>GGM</i> Great Grand Master	Building Complexes	Facility Services	1) Assistant Vice-President, Facility Services
<i>M</i> Master	Building	1) Faculty Dean 2) Area Director 3) Administrative Assistants	1) Dean and 2) Area Director
<i>SM</i> Sub Master	Department or Unit within Department	1) Department Chair 2) Administrative Assistants	1) Department Chair/Director
Change Key	Individual Doors or Sets of Doors Keyed Alike	1) Faculty 2) Staff 3) Students 4) Approved Visitors	1) Department Chair/Director or Department Key Clerk

APPENDIX 2



Facility Services  
**KEY REQUEST FORM**

Email: [keys@mcmaster.ca](mailto:keys@mcmaster.ca)  
Fax: 905.572.8990  
Mail: CSB-102

All non-shaded areas must be completed in full

1 REQUESTING DEPARTMENT				
Date		Department		
Departmental Key Clerk Name			E-mail	
Building	Room	Phone	Account Number	
Area Signing Authority Name (if applicable)			E-mail	
2 KEYS REQUESTED				
Building	Room Number	Key Code (if known)	Key ID Number (if known)	Quantity to Cut
3 COST				
As stated in the McMaster University Key Control Policy, the total cost of this request is: _____ key(s) x \$13.00 (cost per key) = \$ _____				
4 AUTHORIZATION AND SIGNATURES				
I understand that the key(s) issued to me as Department Key Clerk is/are my responsibility, remain as property of McMaster University and will not be duplicated, and will be returned to Facility Services when no longer required. I also understand that my Department is responsible for the replacement cost of keys that are lost or stolen, as well as rekeying costs as outlined in the McMaster University Key Control Policy.				
Departmental Key Clerk Signature			Date	
Area Signing Authority Signature (if applicable)			Date	
5 RECEIPT OF KEYS				
Departmental Key Clerk or Alternate		Signature		Date
Delivered by Facility Services		Signature		Date

REV. June 2011



**APPENDIX 3**



**Facility Services  
DEPARTMENTAL KEY CLERK  
AUTHORIZATION FORM**

*Forward this original copy with signatures to Facility Services, CSB-102. Do not fax or scan.*

<b>1 REQUESTING DEPARTMENT</b>		
Date	Department	
Departmental Key Clerk Name		E-mail
Building	Room	Phone
Area Signing Authority Name		E-mail
<b>2 AUTHORIZED SIGNATURES</b>		
<p>In accordance with the McMaster University Key Control Policy, the signature of the Departmental Key Clerk and/or Area Signing Authority is required for all key requests. Please refer to Appendix 1 of the McMaster University Key Control Policy for the list of signatures required to authorize keys for various building locks. The signatures below will be considered the only signing authorities for the processing of key requests received by Facility Services.</p>		
Departmental Key Clerk Signature		
Area Signing Authority Signature		
<b>3 FACILITY SERVICES USE ONLY</b>		
Received by	Signature	Date

REV. June 2011



---

## APPENDIX 4

### Rekeying Costs

1. Replace single core:  
\$150.00 each, includes labour and material. This does not include the cost of keys.
2. Rekey existing Medeco door cylinder with no change in function (change combination):  
\$13.00 pin kit + 1 hour = \$75.00  
This does not include the cost of keys.
3. Cost of keys (original or replacement) \$13.00 each.
4. Should rekeying of an area be required cost shall be \$150.00 per lockset multiplied by the number of lock changes required.