UC San Diego
Policy & Procedure Manual

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FACILITIES MANAGEMENT
Section: 530-6
Effective: 12/22/2020
Supersedes: 07/02/2015
Review Date: 12/22/2023
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Issuing Office: Facilities Management Services

UNIVERSITY KEY CONTROL

I.   POLICY

Facilities Management (FM) is responsible for managing all UC San Diego requests for issuance of keys, and performing any keying change or installation of locks. This includes all requests for issuance of new keys or the duplication of existing keys and access control cards, desk keys, file cabinet keys, repair of door locks, installation of new door locks and auxiliary locks, and electronic access control systems.

This policy and procedures has been established for areas that require limited access due to concerns for safety, security, confidentiality, or high-valued items. Acceptance of keys from FM obligates key recipients to adhere to this policy.

Reproduction of University keys by anyone other than the University locksmith is prohibited. Any duplication of keys without the consent of FM is not authorized. It is a misdemeanor crime to duplicate, cause to duplicate, possess or use any key to University buildings without proper authorization. Violators may be prosecuted in accordance with California Penal Code, Section 469.

II.   DEFINITIONS

Types of Keys

1.   Great Grand Master – Campus Master Key
2.   Grand Master – Building/Complex Master Key
3.   Master – Building Master Key
4.   Sub-Master – Department/Area Master Key
5.   Change Key – Individual Door Key
6.   Card Key - A small plastic card that can be used instead of a door key, bearing magnetically encoded data that can be read and processed by an electronic device.

III.   RESPONSIBILITIES

A. Departments

1.   Establishing and enforcing proper key control in their department or area.

2.   Update designated/authorized staff as necessary.

B. Facilities Management

1.   Issuance of all keys, duplication of existing keys, desk keys, file cabinet keys, repair of door locks, installation of new door locks and auxiliary locks, and electronic access control systems.

2.   Release of keys to authorized/designated person(s) only.

C. **Audit and Management Advisory Services (AMAS)**

1. Responsible for auditing departmental compliance with key control program.

IV. **PROCEDURES**

A. **Requesting Keys (Initial Issuance)**

Only those requests submitted on the *Key or Lock Work Request,* Form 2144 (Attachment 1), available from Imprints will be reviewed and the authorized signature must match that on file with the FM department.

1. Requirements for Ordering Keying Services

   a. A key will only be issued when necessary. When access can be gained by other means (e.g., unlocking of doors, requesting entry, alternate scheduling of work, etc.) a key will not be issued.

   b. When a department or organization receives an allocation of space, departments should consult FM regarding keying, or re-keying of the assigned space.

   c. A *Key or Lock Request Signature Authorization* form (Attachment 2) signed by the department head must be on file in the FM Customer Relations office before any keys can be issued or lock changes made. The *Key or Lock Request Signature Authorization* form is available from FM Customer Relations and should be completed when a departmental representative is first designated to sign and be responsible for building keys, or when there is a change in the department head authorizing such designee.

   d. Any exception to this policy must be approved by the Key Control Authority. At UC San Diego this is the Vice Chancellor – Resource Management & Planning (VC-RMP). The VC-RMP can redelegate this authority.

2. Work will only be initiated after a completed *Key or Lock Work Request,* Form 2144 ordered through PrintConnection, has been sent to FM, mail code 0908.

3. The person designated to pick up keys on the *Key or Lock Work Request* must be an individual listed on the *Key or Lock Request Signature Authorization* form on file with FM Customer Relations.

4. Keys will not be sent through campus mail.

B. **Key/ Card Checkout**

1. Applies to situations where keys are needed for a temporary period of time by another UC San Diego department or an outside vendor or contractor that are providing services to UC San Diego.

2. All requests for keys must be made 72 hours prior to issuance, all requests must be submitted to FM's Customer Relations Department using the online work request system.

3. All key/card checkout requests will be associated with the UC San Diego requestor's name, department/unit's IFIS index number, work order number, job number and project name.

4. Every effort must be made by the key requestor and/or UC San Diego requestor to obtain a key from the occupants of the space. If a key is not available from the occupants, you may proceed with the key request. The key requestor and their UC San Diego requestor will be responsible for accessing the space.

5. Every key issued will be at the lowest level of a keying system possible to achieve the purpose for which the key is being issued.

6. Only the person in need of the key(s) can pick up the key(s) and must show a valid picture ID when picking up their key(s).

7. The loaning or transferring of a key is strictly prohibited. If a key is loaned or transferred to another person, other than to whom it is issued to, the key will be confiscated.

8. All keys will be returned on the date specified on the key checkout request form. If a project exceeds the return date, the UC San Diego requestor must physically return to the Customer Relations Department to fill out a new request form and present the key for an extension (no exceptions).

9. Keys will not be held over from one project to another (there are no exceptions).

C. Keying Services

1. The FM Lock Shop will perform the work and deliver completed keys to FM Customer Relations. FM Customer Relations will notify customers that the key(s) are available for pick up.

2. For security reasons, keys must be picked up at the Campus Services Complex inside Building C's north entrance weekdays between 9:00 a.m. and 12:00 p.m. Only the designated person listed on the Key or Lock Work Request form is authorized to pick up keys. Any designated/authorized person picking up keys from FM Customer Relations must provide current campus identification and sign a receipt before keys will be released. Receipt signature must match that on file with FM Customer Relations.

3. In instances where work is required to be completed onsite, FM Lock Shop employees will perform the work and leave the necessary keys with the designated/authorized person. The designated/ authorized person will provide current campus identification and sign a receipt before keys will be released by the FM Lock Shop employee.

D. Departmental Key Issue and Control

1. Every UC San Diego department or organization that issues campus keys will designate an/authorized key control person(s) who will be responsible for the issue and control of keys to assigned spaces in their building(s).

2. All designated/authorized key control persons shall keep a written record of key assignments, and require a receipt signature from the end user assigned the key. The designated/authorized key control person will maintain documentation showing appropriate key control, as detailed above, and will be available for internal audit.

3. All keys shall remain in possession of the employee who was assigned those keys by a department or organization's designated/authorized key control person. Loaning, borrowing, or sharing keys is strictly prohibited. If an employee loans or shares an assigned key to anyone who is not authorized by the department's or organization's key control person, the key will be confiscated. Keys no longer needed by the assigned employee shall be returned to the department's or organization's key control person for re-assignment or returned to FM Customer Relations. Documentation showing appropriate key control, as detailed above, will be maintained by the department's key control person and will be available for internal audit. All documentation will be retained in accordance with the University of California Records Retention Schedule.

4. Employees are required to return keys to the department key control person upon termination of their employment with the University. Possessing or using any key without proper authorization is a misdemeanor crime under California Penal Code, Section 469.

The department's or organizations' designated/authorized key control person is responsible for returning all keys to FM Customer Relations on the date specified on the Key or Lock Request form. If a key requested for a project is needed beyond the specified return date, the department requestor must return to FM Customer Relations to present the key and complete a new Key or Lock Request form. No keys shall be retained for future use.

E. Lost, Stolen, or Unreturned Keys

1. Key(s) checked out are the responsibility of the key holder, UC San Diego department and/or the company for whom they represent.

2. If an employee loses or has assigned keys stolen, the employee should immediately notify their supervisor.

3. The department's or organization's designated/authorized key control person is required to immediately report lost or stolen keys to FM Customer Relations at (858) 534-2930.

4. If a department, organization, or company is unable to return the assigned key as required, the requesting department, organization, named on the Key or Lock Request form may be held fiscally responsible for rekeying costs.

F. Billing

Key or lock work requests will be billed on a recharge basis to the department requesting the work based on the information provided in Form 2144 purchased through PrintConnection.

For additional procedural information go to Blink: How to Request Key or Lock Changes.

V. REVISION HISTORY

2020-12-22 The policy was reviewed as part of the 3 year policy review cycle. Edits were made to weblinks and formatting. Policy reissued.

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Sample:

FACILITIES MANAGEMENT
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Sample:

SIGNATURE AUTHORIZATION
FOR KEY and/or LOCK REQUESTS
(Submit Original to Customer Relations, M/C 0908)

Effective Date:_____

DEPARTMENT NAME:_____ BLDG _____

MAIL CODE:_____PHONE:_____ RM #_____

Authorized Signature:_____

Name (print or type):_____

Authorized Signature:_____

Name (print or type):_____

Authorized Signature:_____

Name (print or type):_____

Authorized Signature:_____

Name (print or type):_____

Authorized Signature:_____

Name (print or type):_____

REQUIRED

DEPARTMENT HEAD SIGNATURE_____

Name (print or type)_____

Comments: