


POLICY: KEY AND CARD ACCESS SECURITY			NUMBER: WP-35
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PREPARED BY: Facilities Management (FM)	AUTHORIZED BY:  Elizabeth Krische	CLASSIFICATION: WORK PROCEDURE	EFFECTIVE: September 1, 2021
			SUPERSEDES: June 9, 2016

POLICY:

The key security procedure is intended to accomplish the following:

1. To minimize the potential for loss of Building Master Keys and Access Cards.
2. To relieve the employee, as much as possible, of the discomfort of carrying large rings of keys.
3. To relieve the employee, as much as possible, of the responsibility for large numbers of Building Master keys.
4. This policy primarily applies to Facilities Management employees, and employees with similar access needs in the Fire Safety and WTS Cabling Infrastructure team.
5. Faculty/Staff key issuance is bound by MAPP 1.41 and its related procedures and is not reflected in this Work Policy.
6. Overdue key reports will be run on a consistent basis. Holders of overdue keys will be contacted by Client Services informing them that keys are to be returned.

KEY CONTROL PROCEDURE:

1. Client Services will be responsible for all key control and issuance.
2. Client Services reserves the right to investigate any keyholder discrepancies or perceived violations of this policy and report findings to both the keyholder and their designated supervisor.

Short-Term Sign Out (~<1 Week):

Short term key sign-out service will be provided from 7:00am to 4:30pm, Monday through Friday, with the exception of holidays.

Sufficient rings containing individual building masters will be available for sign-out for those FM Trades not issued a full key ring, or those requiring access from FDE, Fire Safety, or WTS.

Off-master and special keys will be available for short-term issuance where authorization and availability permits.

All temporarily issued keys will be placed on a key ring and will include an RFID identification tag to record the holder, sign-out and required return times.

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Trades Key Issuance:

To obtain a Trades Key Ring, Client Services **must** receive a completed and signed Building Access Request form. Once the signed form is received, access will be granted to the respective key box for the requesting trade. Authorization required for an FM Trades Ring:

Table 1 – Trades Keys Authorization

	Primary Authorization	Secondary Authorization
FM Trades Ring	FM Operations Manager	Not required
FM Operations Manager Ring	Director, Facilities Operations	Not required
Other Keys (See Table 3)	Director, Facilities Operations	See Secondary Authorization column in Table 3

All trades personnel who require access to the mechanical rooms, caretaker closets or to general rooms on campus to perform their duties will be permanently issued a sealed key ring that will include the following:

- a. ME Master Mechanical
- b. Residence Mechanical Keys
- c. Building Masters or System Great-Grand-Masters for most Campus Buildings

FM Trades key rings are to be stored in their shop key box when not in use. These boxes will allow only the authorized holder to access their specific key ring, or other shared rings as required. All keys rings must be returned to their key box prior to 4:30pm Monday - Friday, or an email alert will be dispatched to the key ring holder and their manager informing them that the key ring is overdue. (See exception for on-call trades below.)

FM Tradespersons who are "On-Call", or are performing work outside of regular hours may have their key box alert disabled. The On-Call calendar will be utilized by Client Services to disable to key box alert for those scheduled; all other arrangements must be made with Client Services prior to the box going into alert.

Other specific keys may be requested via a separate Building Access Request Form as required and will be issued on a separate ring.

Building Services Key Issuance:

To obtain a Building Services Ring, Client Services **must** receive a completed and signed Building Access Request form. Once the signed form is received, access will be granted to the respective key box for the requesting caretaker. Authorization required for an FM Building Services Ring:

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Table 2 – Building Services Authorization

	Primary Authorization	Secondary Authorization
FM Building Services Ring	FM Building Services Manager	Not required
FM Building Services Manager Ring	Director or Associate Director, Building Services	Not required
Other Keys (See Table 3)	FM Building Services Manager	See Secondary Authorization column in Table 3

All Building Services personnel who require access to the mechanical rooms, caretaker closets or to general rooms on campus within their service area will be permanently issued a sealed key ring that will include the following:

- a. ME Master Mechanical
- b. Building Masters for the campus buildings within their building services zone.

Other specific keys may be requested via a separate Building Access Request Form as required and will be issued on a separate ring.

Residence Key Issuance:

Residence keys are controlled by Housing and are not signed out through Client Services, with the exception of Residence mechanicals. Long-term sign out for staff and contractors is authorized and approved by Housing. For the summer residence shutdown period from May through August, short-term sign out is provided by Client Services for FM Trades, Fire Safety, Occupational Health & Safety, and Facilities Development & Engineering Staff only (contractors are not permitted).

Residence mechanicals under the ME system will be catalogued by Client Services and marked as issued, with a note indicating that these keys have been assigned to the residence.

Requests for keys to be cut will be sent to the Associate Director or Director, Building Services for approval and/or perusal; the request will then be sent to the Lock Shop to be cut. Filled key requests will be picked up from Client Services by the Associate Director or Director, Building Services, or a designated Residence Building Manager. The following are the areas affected:

- | | | |
|-----------------|----------------|-------------------------|
| ➤ Alumni House | ➤ Elgin Hall | ➤ Ontario Hall |
| ➤ Ausable Hall | ➤ Essex Hall | ➤ Perth Hall |
| ➤ Bayfield Hall | ➤ Lambton Hall | ➤ Platt's Lane Estates |
| ➤ Beaver Hall | ➤ London Hall | ➤ Saugeen-Maitland Hall |
| ➤ Delaware Hall | ➤ Medway Hall | ➤ Sydenham Hall |

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Contractors / Consultants / Outside Service Personnel:

Client Services will provide access cards and keys to contractors **ONLY** through FM sponsors and **ONLY** for project duration. Contractors may not personally sign out access cards or keys through Client Services.

Client Services requires a \$100.00 deposit per access card and will record the contractor's name, phone number, company for whom the access card(s) have been signed out, and a return date.

Any contractors working on campus must sign for their keys/cards from Client Services with the appropriate security deposit of \$100 for non-master keys or and \$500 for master keys. Key Request Forms must be filled out and authorized by the appropriate FM sponsor as per this FM Policy (WP-35). Client Services will evaluate and select the appropriate keys required for each request. See below for examples of authorization required. **Key requests will be filled within 2-3 business days** (under normal circumstances) from the receipt of the appropriate signatures and pending the availability of the keys requested. **Requesters will be contacted when keys are ready for pick up.** Requests will be available for pickup for 30 days once filled, after which a new request form must be submitted.

Keys:

Table 3 – Contractors / Consultants / Outside Services Personnel Authorization

<u>Location/Key Type</u>	<u>Primary Sponsor</u>	<u>Secondary Sponsor</u>
Elevator Rooms	FM Project Manager	Manager, Electrical/Mechanical Shop
Roof Access	FM Project Manager	Manager, Structural Shop
Residence Roof Access	FM Project Manager	Manager, Structural Shop and Residence Building Manager
Hazardous Roof Access (See Table 4)	FM Project Manager	Manager, Electrical/Mechanical Shop; will require a Hazardous Roof Shutdown Service Interruption
High Voltage Room Access	FM Project Manager	Manager, Electrical/Controls Shop or Electrical Infrastructure Specialist, FDE as per WP-70
Building non-master	FM Project Manager	None
Building Master	FM Project Manager	Manager, Client Services or Manager, Structural Services
Restricted 'S' Keys	FM Project Manager	As per notes on database, please contact Client Services.
Mechanical Keys	FM Project Manager	None
Master Mechanical	FM Project Manager	Manager, Client Services or any Manager, Facilities Operations

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Hazardous Roofs:

Weather Siren Roofs (Key Signed out from Western Special Constable Service Office):

- Alumni Hall
- Social Science (5th Floor Roof)

Environmental Hazard Roofs:

- Social Science Centre (Penthouse Roof)
- Siebens-Drake Research Institute
- Medical Science Building
- Dental Science Building (Roofs B, C, D, E, F, G, K, L)
- Health Science Addition (Roof C)
- Kresge Building
- Molecular Biology Building (Roof C)
- Chemistry Building
- Spencer Engineering
- Claudette MacKay-Lassonde Pavilion (Upper Roof)

Card Access:

Cards provided for access will be programmed from the Start Date to the End Date as indicated on the Building Access Request form, **but will not exceed one year**. After one year, the FM sponsor will be contacted by Client Services with an alert to confirm arrangements for reprogramming if required. These extensions **do not** require an additional Building Access Request Form.

Table 4 - Card Access Authorization

<u>Access Required</u>	<u>Primary Sponsor</u>
Interior Rooms	FM Project Manager
Perimeter Doors	FM Project Manager
Mechanical Rooms	FM Project Manager

Deposit Structure:

Table 5 - Deposit Required

<u>Asset Type</u>	<u>Cost</u>
Non-Master Keys	\$100 total
Master Keys	\$500 total
Access Cards	\$100 each

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Lost or Missing Keys

In the event that assigned keys or key rings are lost or deemed missing:

- Contractors will forfeit their deposit, future access to keys may be restricted if Manager, Client Services deems loss was due to negligence in safeguarding university assets.
- Building Services & Facilities Operations: department unit will be billed for replacement expenses, employee may be subject to disciplinary action if Manager, Client Services deems negligence in safeguarding university assets.
- Short-term sign-out: department unit will be billed for replacement expenses, future access to keys may be restricted if Manager, Client Services deems negligence in safeguarding university assets.