PPD Key Control Policy and Key Request Procedures

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I. Purpose

a. The Virginia Commonwealth University (VCU) key control policy exists to promote a secure campus environment and maintain a comprehensive system to efficiently manage the dissemination of keys throughout the university. Individuals may be authorized to receive a key(s) in order to access spaces relevant to their work, study, clinical treatment or research. Only authorized individuals will be permitted to possess keys to access university spaces.

b. The VCU Facilities Management (FMD), Physical Plant (PPD) Lock Shop is responsible for maintaining the university's key control system and authorizing the distribution of keys. University keys are VCU property and may be recalled at any time. Unauthorized fabrication, duplication, possession or use of keys to access VCU facilities is a violation of this policy. Employees who violate this policy may be subject to disciplinary action up to and including termination of employment. Any key in the possession of non-employees will be confiscated.

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Who should know this policy

This policy applies to all university students, faculty, staff and contractors authorized to receive keys to VCU facilities in order to perform work, study, clinical treatment or research.

Definitions

- **Key holder**: An authorized person in possession of a key for a VCU property.

- **Key control manager:** Individual who manages the process of securing and tracking individual keys for departmental level access.

- **Building master key**: A key that can be used to access all or most spaces within a VCU facility.

- **Building sub-master key**: A key that can be used to access several areas within a building.

- **Special key:** Keys that access restricted areas or auxiliary spaces such as mechanical rooms, information technology (IT) closets, elevator control rooms and custodial closets.

- **FMD PPD Lock Shop:** The university department authorized to make and distribute keys, change locks, re-pin/re-key entry points and modify access services.

- **Key identification:** Identifiers, such as tags, markings and other forms of identification that indicate how the key is used.

Procedures

1. **Key distribution authorization**

   a. The Lock Shop oversees the university's keying system to ensure security and efficiency for VCU building tenants. The Lock Shop or their authorized contractor will fabricate keys and change locks for university facilities, as necessary. The Lock Shop also maintains records of keys used to access university facilities, key holders, and dates associated with their issuance, return or loss.

   b. All key requests must be authorized by the appropriate designated authority as indicated below.

Category	Description	Authorized by
Building master key	A key used by zones that can open exterior and interior doors throughout a building	Executive director of PPD or designee
Special key	A key that can access Technology Services data closets, vice president of Health Sciences spaces, auxiliary properties, mechanical rooms, main switchgear rooms and housekeeping closets	Director of the appropriate department (excluding FMD)

Category	Description	Authorized by
Departmental master key	A key that is used by the department to access its spaces	Key control manager
Area/floor/room key	A key that is used to access a suite master, floor master, room, storage or group space	Key control manager

c. Employees in need of a key to access a university facility must work with their department's key control manager to submit a key request via the [Facilities Self Service](#), including the appropriate index code. Lock Shop personnel will then coordinate with the key control manager to issue the requested key, as necessary. Once a key request has been approved, the Lock Shop will cut the key and deliver it directly to the end-user. The key recipient must sign the Key Release Form upon delivery.

d. Each department is responsible for distributing keys to their spaces to employees, as necessary. Department heads must comply with this key control policy ensuring that keys are retrieved from employees who will no longer work for VCU and returned to the Lock Shop.

e. Keys cannot be loaned or transferred to another employee or duplicated.

f. If a key is lost, the department is responsible for any cost associated with re-keying the area or facility.

g. During non-business hours, keys shall be secured in a locked receptacle.

h. A master key can only be distributed after obtaining approval from the executive director of PPD or their designee. Master keys must be secured at all times.

i. Identifiers must not be attached to keys. The only identifiers are a series of numbers stamped on the key by the Lock Shop.

j. The Lock Shop will track the issuance of keys that are signed out. Department heads, deans and chairpersons (or their designee) are responsible for tracking the issuance and return of keys in their control. The Lock Shop can provide best practices related to key control.

FAQ

Q: Why do we have key control managers?

A: Non-public doors are accessible via electronic cards; however, access to interior spaces is granted to the crafts by FMD, as necessary. Departments are responsible for ensuring that their tenants are able to access locked spaces that are necessary to perform their job responsibilities. To oversee this process, key control managers are responsible for coordinating access to locked spaces within their space.

Q: How does an employee become a key control manager?

A: Department chairs identify their key control manager and communicate their selection via email to their [campus coordinator](#). The campus coordinator will then coordinate with Technology Services and the Lock Shop on next steps. Once the key control manager selection has been approved, the campus coordinator will communicate next steps and responsibilities to the new key control manager.

Q: What are the key control manager's responsibilities?

A: Key control managers are responsible for:

● Coordinating with the Lock Shop to assign individuals access and request new keys to access to spaces within their department.

● Using the [Facilities Self Service](#) to submit key orders.

● Collecting requested keys from the Lock Shop and delivering them to the end-user.

● Keeping a catalog of keys issued.

● Retrieving the keys from students, faculty, staff and contractors when they are no longer associated with the department.

● Transferring a key to the next user or returning it to the Lock Shop for disposal.

Q: How does a key control manager order a key?

A: Follow the steps below to order a key:

● Navigate to the Facilities Self Service at https://fss.vcu.edu and log in with the eID and password.

● Once logged in, select "new work order."

● Enter the required fields and in the "problem type" field and select "key or access control." Please note that only key control managers will see this option; others will see "lock."

- The Lock Shop will process the request.

- A Lock Shop representative will deliver the key to the key recipient and the recipient will sign the Key Release Form.

Q: What happens if a key is lost?

A: The lost key must be reported to the Lock Shop via the [Facilities Self Service](#). The following details should be included in the work request:

- All doors the key opened

- Any code stamped on the key (if known)

- If a replacement key needs to be provided

Depending on the security concern associated with the lost key, the Lock Shop may need to change the locks and will bill any associated charges to the department.

Q: What happens when the key control manager no longer works for the department?

A: The department chair should select a replacement key control manager and alert their campus coordinator of the change via email. The campus coordinator will provide next steps and necessary information for the new contact.