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PURPOSE

The purpose of this policy is to help ensure the safety and security of the faculty and staff (employees) and students and to protect the property of Northern Arizona University.

GENERAL

All lock services, including installation and repair of locksets and duplication of keys to the buildings, gates, and equipment of Northern Arizona University may only be completed by the Capital Assets & Services (CAS) Lock shop or in new construction and remodeling by contractors working through CAS Planning and Development. All locks and door hardware used on campus must comply with university technical standards and appropriate codes, including building, fire, and Americans with Disabilities Act.

KEY CONTROL FOR ACADEMIC AND ADMINISTRATIVE BUILDINGS

Each college, school, or department will order keys from the CAS Lock shop by submitting a work order through the CAS Administrative Services office at <https://www4.nau.edu/cas/> or 523-4227. Key requests may only be initiated by the appropriate dean, director, building manager, or designated representative. Each college, school or department must provide the CAS Administrative Services office and Lock shop with a list of persons who are authorized to request keys.

Each college, school or department must maintain written records of employees and students who are issued keys (key holders) and the keys that have been issued, including a written acknowledgement of key receipt. All keys must be returned to the authorizing college, school, or department when they are no longer needed due to such reasons as ending employment, changing job requirements, or transferring to another college, school, or department. In order to help facilitate the required return of keys, please utilize the Employee Exit Checklist. Additionally, if further information is needed, please refer to the Exiting Employee Resource page.

Bent or broken keys will be replaced by the CAS Lock shop when returned with a work order. All parts of a broken key must be returned or the key will be considered lost/stolen. If a key is broken off in the lock, call the Lock shop for help at 523-4227. This number is staffed 24 hours a day, 7 days a week.

Each key holder is responsible for the key(s) issued to him or her. A lost or stolen key must be reported to the supervisor or department head immediately. A written report must be prepared for the appropriate dean, director, building manager, or designated representative by the next working day with copies to the CAS Lock shop and the NAU Police Department (NAUPD). The dean, director, building manager, or

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designated representative must review the report and determine if rekeying is necessary to maintain security. The cost of rekeying will be charged to the responsible college, school, or department. The CAS Lock shop is available to assist the dean, director, building manager, or designated representative in understanding the security issues associated with a particular lost/stolen key.

KEY HOLDER RESPONSIBILITIES

1. Key holder must not loan or transfer keys to another person.
2. Key holder must not unlock doors for unauthorized persons, but should refer them to the NAUPD or the college, school, or department office.
3. When a key holder ends his or her employment, is transferred to another college, school, or department, or no longer needs the assigned key(s), the key(s) must be returned to the issuing college, school, or department.
4. Key holder must keep outside doors locked when in a building outside of normal working hours.
5. Key holder must report unauthorized people or suspicious activity to the NAUPD at 523-3611, but take no further action.

GRAND MASTER AND GREAT GRAND MASTER KEY POLICY

Prior to any issuance of any Grand Master (GM) or Great Grand Master (GMM) key(s), approval from the Vice Presidential level, or their designated representative is required. The dean, director, building manager, or designated representative of each college, school, or department using a (GM) or (GGM) key must justify the needs for such key(s). All such keys will be checked out directly from the CAS Lock shop. The Lock shop Supervisor is responsible for conducting an annual audit of GM and GGM keys prior to the close of the 1st quarter of each fiscal year. Any key determined to be missing will be reported as outlined in this policy.

The only employees and students authorized to carry and use GM or GGM keys are those who are subject to call anywhere on campus during an emergency and who must be able to respond without the necessity of picking up additional keys. The Arizona Board of Regents and Northern Arizona University define positions with access to certain areas of campus as "safety/security sensitive" and require that a background investigation and fingerprint check be completed on an employee before that employee is given access to GM or GGM keys.

All requests for additional GM or GGM keys must be in writing and sent to the appropriate Vice President or their designated representative, as well as the CAS director having responsibility for the Lock shop for approval. The request must contain verification of the background investigation and fingerprint check

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being completed on the employee or student who will be given access to the key(s). The request will be reviewed and, if approved, forwarded to the Lock shop for key issuance.

Each department that has been issued a GM or GGM key(s) will provide an approved key box(es) and key traps for securing the key(s) while the assigned key holder is not on duty. Deans, directors, building managers or their designated representatives may check with the CAS Lock shop for current key box and key trap requirements. Deans, directors, building managers, or designated representatives **are responsible for ensuring that all GM and GGM keys are properly secured each day at the end of the key holder's normal working hours. No GM or GGM keys may be taken off campus without authorization from the college, school, or department director.**

Any GM or GGM key that is lost or stolen will be reported immediately to NAU executive management, as well as to the dean, director, building manager, or designated representative, Lock shop and NAUPD. No later than the next working day, a written report must be prepared by the key holder (or key holder's supervisor) and submitted to NAU executive management, the college, school, or department director with copies to the CAS Lock shop and NAUPD. NAU executive management, the college, school, or department director will review the circumstances concerning the loss/theft and initiate appropriate action to maintain an appropriate level of safety and security. Due to the costs and time involved, any large rekeying efforts shall require the approval of NAU executive management.

All GM and GGM keys must:

- Be secured outside of key holder's normal working hours in an approved key box.
- Not be taken from campus without authorization from the college, school, or department director.
- Be on a sealed, high security ring that may only be opened by the CAS Lock shop.
- Be kept on the key holder's person unless secured in an approved key box.
- Not be given to other individuals.
- Be issued in accordance with the needs of the job and used only within the scope of official duties and work assignments.

A GM/GMM key holder must not unlock doors, gates, or other security devices for unauthorized persons. People requesting access are to be referred to the building manager, residence hall director, department office, or the NAUPD.

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A college, school, or department may request that an area, room, or other enclosed space be taken off of the GM/GGM key system, thereby creating a limited access area. There must be a compelling security reason before approval will be granted, therefore, any request to create a limited access area must be approved by the provost or vice president responsible for the requesting college, school, or department. Supervisors assigning work orders or other tasks to be completed in limited access areas will need to arrange for access, with the customer, prior to starting the work.

If a GM or GGM key is stuck in a lock, the key holder must call the CAS Lock shop at 523-4227 (24/7) and stay with the key until it has been removed and returned to the key holder.

A bent or broken GM or GGM key must be returned to the Lock shop for replacement. All parts of a broken key must be returned or the key will be considered lost or stolen. In the event of a lost or stolen GM or GMM key, the cost of the rekeying necessary to maintain security of the area will be charged to the responsible college, school, or department.

KEYS FOR RESIDENCE LIFE

Master keys to residence halls will be issued and accounted for under the provision of the above policy for Grand Master/Great Grand Master keys and in accordance with the administrative policies of the Office of Residence Life.

Residence Life staff apartments are limited access areas (not on the campus GG/GGM system). Service work and access to these apartments must be scheduled with the occupants or with the Office of Residence Life.

Keys for residence hall rooms will be prepared by the Lock shop and issued to the RHD or designated hall staff. The number of keys prepared will be determined by the occupancy of the room plus one spare to be kept in the hall office for emergency use. Residents will be issued keys at the time of check-in. Keys must be returned at the time of check-out. Lost or stolen keys and keys not returned at check-out will result in a recode of the lock. The cost of and payment for recoding is established by Office of Residence Life policies.

KEYS ISSUED TO OUTSIDE CONTRACTORS

Before any key is issued to an outside contractor, written authorization must be given by the appropriate project manager or college, school, or department. When the written authorization is received by the Lock shop, the key(s) will be made and given to the key holder upon written acknowledgement of receipt of the key(s).

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All keys for outside contractors will be placed on a sealed high security ring. Building master keys will be identified with a letter code. A room number (if individual room key is issued) may be indicated without code. Contractors will be given the necessary codes to identify the key(s) assigned and instructed not to mark or attach the actual building identification to the key(s). Any lost or stolen key is to be reported to the project manager, authorizing college, school, or department, Lock shop and NAUPD immediately.

After completion of the job, the contractor will return the key(s) to the Lock shop where each key will be checked in. The Lock shop will notify the authorizing project manager, or college, school, or department or when assigned keys have been returned, and if any keys are missing. The project manager, Lock shop staff, or NAUPD will be responsible for obtaining missing keys from the contractor.

Key Instructions for Outside Contractors

1. Sealed high security key rings are to be kept intact. Contractors must not remove keys from rings.
2. Keys are the property of Northern Arizona University and are to be used only for the purpose for which they are issued.
3. Keys must not be duplicated for any reason. Bent or broken keys will be replaced by the Lock shop. All parts of a broken key must be returned to the CAS Lock shop or the key will be considered lost or stolen.
4. All building master keys are identified by a letter code. Contractors will be given the building identification and instructed not to mark or attach the actual building name to the key ring.
5. If a key is lost or stolen, it must be reported to the authorizing project manager, college, school, or department, Lock shop, and NAUPD immediately.
6. The cost of rekeying or other action necessary to maintain security and safety will be charged to the contractor or authorizing college, school, or department.

COST OF A LOST OR STOLEN KEY

The cost is the amount it takes to rekey all the locks the missing key opens plus the cost of new keys to replace existing keys. For example, a single lock is typically \$20 to \$30, or more depending on the number of keys being cut. A building master key can cost several thousand dollars. A single GM or GGM key can cost tens of thousands of dollars and a set of GGM keys can cost hundreds of thousands of dollars.

DEFINITION OF TERMS RELATING TO KEYS, CYLINDERS, AND MASTER KEYING

Building Master Key – a key which operates all locks within a single building.

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Change Key or Operating Key – a key which operates only one cylinder or one group of keyed-alike cylinders.

Cylinder – the complete operating unit within the lock which interacts with the key. It usually consists of the plug, shell, tumblers, springs, plug retainer, and a cam, tailpiece, or other actuating device.

Department Master Key – a master key which accesses all areas of a given department. The department master key may be a sub-master of the building master key system.

Grand Master (GM) Key – a key which operates two or more groups of locks, which are operated by different master keys. At NAU the typical GM key will open locks in 10-12 of different buildings.

Great Grand Master (GGM) Key – a key which operates two or more separate groups of locks that are each operated by a different Grand Master key. At NAU, the typical GGM key will open locks in two different GM key systems (20-24 different buildings).

Interchangeable Core – a specialized cylinder designed to be removed from the lock using a control key and no other tools. IC cylinders are typically in a figure-8 configuration.

Limited Access Area – an area, room, or other enclosed space on campus that has been approved by university administration to be taken off the GM/GGM key system. Access to these areas must be coordinated with the occupants. Emergency entry is limited to NAUPD and Flagstaff Fire Department only.

Master Key – a key which operates all the locks in a group. At NAU, the typical master key system is assigned to a building or large department.

Recode – also known as recombinant or rekey. The term “code” refers to the depths of the cuts on the key and the corresponding lengths of the pins or wafers inside the cylinder. To recode a lock changes these pins or wafers to prevent the original key from working and allow the new key to work.

Sub-Master Key – a key which operates a group of locks within a master key system.

Executive Management – Individuals that report directly to the President.