

PENSACOLA STATE COLLEGE
MANUAL OF PROCEDURES

Procedure Title:	Key Control	<u>Number</u> 126
Related Policy:	6Hx20-6.004	<u>Page</u> Page 1 of 5

I. Purpose

To establish and implement a procedure for control of keys, codes, and fobs (keys) for the safety of students, faculty, staff, and tenants to help ensure the security of College property at all College locations.

II. Procedure

A. Employee or Keyholder

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|--|------------------|
| 1. New/Original issue | No charge |
| 2. Replacement key due to normal wear | No charge |
| 3. Lost, stolen, missing key (See F) | \$100.00 per key |
| 4. Failure to return key to Key Control upon termination or reassignment (See B.1.i, E.) | \$100.00 per key |

B. Key and Core Issue and Return

1. Digital Requests for keys (requests)
 - a. Requests are to be completed by the Departmental Designee and Direct Supervisor by typing into the fillable fields, dropdown menus, etc., using the approved digital form. Requests must include the direct contacts for the intended key recipient and are to be reviewed for accuracy and approval. Additional review and approval may be needed, as outlined in the following table. Handwritten or incomplete requests cannot be processed. Digital signatures are required. The intended key recipient does not sign the request.
 - b. The following table describes the Approval Levels across the top row and the Access Levels across the bottom row. Each of the 4 columns indicates the Access Levels that each Approval Level has the authority to approve. Example: If you are a supervisor, those who report directly to you need only your approval for requests for Access Levels that you are authorized to approve. Only the College President may authorize his/her own requests. All other positions must have requests for their own use completed, reviewed, and approved according to their College reporting hierarchy. Most requests will need 1, 2, or 3 signatures. Level Four requests may require up to 4 signatures. Tenant, Limited Access, and Off-Master requests have specific requirements; see 1. c., e.

Approval Level	Level One (Supervisors) Direct Supervisor prepares the request, verifies it for accuracy and approval, then emails the digitally signed request to Key Control	Level Two (Those who report to the President’s Direct Reports) Direct Supervisor emails the approved request to their manager for review. If approved, Level Two then emails the digitally signed request to Key Control	Level Three (President’s Direct Reports) Level Two Manager emails the approved request to their manager for review. If approved, Level Three then emails the digitally signed request to Key Control	Level Four (President) Level Three Manager emails the approved request to the College President for review. If approved, the Office of the President then emails the digitally signed request to Key Control
Access Level	Single Office, Suite Entry, Storage Area, Work Room, Copier Room, or Other Shared Areas	Level One Plus Office Suite, Departmental Sub-Master, Classrooms, Labs, Single Building Exterior Entrance, Single Building Master	Levels One & Two Plus Multiple Building Exterior Entrances, Multiple Building Masters, Key to Existing Off-Master Door, Re-key Door, Campus Master <small>(Excludes Pensacola Master)</small> <i>Justification Required for All Level Three Requests</i>	All 3 Previous Levels Plus Re-key Core to Off-Master System, Pensacola Master, Grand Master <i>Justification Required for all Level Four Requests</i>

- c. Tenant/Long Term Facility User requests are to be completed and reviewed for accuracy by the Office of the Vice President of Administrative Services and General Counsel. *Tenants that are accredited educational organizations are not in this category.* The Vice President’s Office will email the requests to Key Control upon final approval. Digital signatures are required. The intended key recipient does not sign the request.
- d. Limited Access Maintenance area requests are to be completed and reviewed for accuracy by the Direct Supervisor of the intended key recipient. The Supervisor will email the approved request to the Director of Facilities, Planning, and Construction for review. If approved, the Director will email the request to Key Control. Digital signatures are required. The intended key recipient does not sign the request.
- e. The review and approval process should be thorough and thoughtful. The focus should be on verifying door numbers, knowing what is in the locked area, and considering the intended keyholder’s actual needs. Most exterior doors are unlocked daily by Public Service, reducing the need for these keys. While convenience and ease of access are essential for those requiring regular, recurring access, the safety of students, faculty, staff, and the security of College property must be primary. While this scrutiny should always be applied, it may be especially critical when evaluating temporary, work-study, budget student, or similar Key Requests.
- f. Approved requests are to be sent to Key Control no more than 14 days prior to the required by or start date. All requests are expedited as parts and time allow. No keys can be issued without a completed and approved request.

Key Control will contact intended key recipients when keys are ready or if a delay is anticipated.

- g. The key(s) will be picked up at Key Control by the individual for whom the key was made. Delivery is possible in some cases. Keys may only be picked up by or delivered to the person to whom the keys were requested and issued. The intended key recipient only signs the request upon receipt of their key(s) as the Keyholder.
- h. Key Control will maintain files or descriptions that will include:
 - i. The keys, codes, fobs, etc., issued to Keyholders
 - ii. The doors, cores, etc., that Keyholders have access to
 - iii. The original and a digital copy of Key Requests
- i. If an employee/keyholder is reassigned or relocates to a different department, area, office, etc., they must promptly return all keys for their previous area to Key Control, see E. below. A Key Request must be submitted if a Keyholder needs different or additional keys.

2. Key Returns

If employment terminates, adjunct or other short-term contracts conclude, or if a Tenant or other Keyholder is no longer expected to have access to areas controlled by PSC keys, all PSC keys must be promptly returned to Key Control. Keyholders must email Key Control 5 – 14 days before their departure to schedule a brief meeting. PSC employees are to bring the College Clearance form provided by Human Resources to this meeting along with all PSC keys. If a key is not returned to Key Control, a payroll deduction of \$100.00 per key will be withheld from the Keyholder's paycheck or charged to the Tenant's organization.

3. Core Requests/Re-keying (Requesting department's expense)

All requests to re-key any door will be initiated by the director or dean using the Level Three section of the request. The request must be approved by the appropriate VP or other direct report to the President. Approved requests will be emailed to the Director of Facilities, Planning, and Construction with a copy to Key Control. All requests for re-keying must contain detailed justification.

C. Re-key Door to Off Master System, Direct Control (Requesting department's expense)

When it is deemed necessary to remove a door from the Master System, the requesting party will use the Level Four section of the request and will provide a detailed justification. If approved, the Facilities, Planning, and Construction Department must be furnished with the names and telephone numbers of two individuals who hold keys to the off-master door and will be available for contact after regular business hours to provide prompt emergency access.

If the need arises, and neither of the individuals can provide emergency access, and it is decided that the safety of the building or occupants makes it necessary to force entry, any repair costs associated with the forced entry will be assessed to the cost center of the requesting department.

Once the request has been approved and two emergency contact names and telephone numbers are on file, the Facilities, Planning, and Construction Department will communicate with Key Control to make the necessary core changes as approved, as parts and time allow. Level Three Key Requests for the Off-Master door will be required, and keys will be extremely limited.

D. Ownership of Keys


All PSC keys remain the property of Pensacola State College. Obsolete keys and areas controlled by keys that a Keyholder is no longer expected to have access to must be promptly returned to Key Control for clearing the Keyholder's account and inventory purposes. No one shall have College keys copied or made outside the College Key Control system. No one shall possess duplicate keys or hold keys that do not have an approved Key Request on file. Key audits may be conducted from time to time, with correlating changes made as needed. PSC Key Control does not maintain or issue miscellaneous keys, such as those for desks and cabinets.

E. Key Transfers

No personal transfers of keys (employee to employee, supervisor to subordinate, etc.) are allowed. Loaning and borrowing keys is not permitted. To maintain the integrity of the lock and key system, for the safety of students, faculty, staff, and tenants, and to safeguard College property, no department or person outside of Key Control may gather, collect, deliver, or issue keys, or allow keys to be handled in a way that is contrary to College procedure. Each Keyholder is responsible for returning their keys to Key Control to have their key record cleared. Key Control can only provide this clearance to the individual whom the key was issued to.

F. Lost, Stolen, Missing Key

1. Individual key control is imperative; each Keyholder is responsible for maintaining strict control of their keys. Keyholders must report a lost or stolen key, by email, to Key Control and the Public Safety Department as soon as the loss is determined. Any delay in reporting could result in unauthorized access and property loss. Public Safety will work with the Keyholder to promptly initiate an Accident/Incident Report.
2. A \$100.00 fee will be assessed to the Keyholder or the Tenant's Organization for each missing key. This is not a replacement key charge. If a replacement key is desired, a new request must be processed. This fee is required regardless of replacement keys being requested or issued and is applied to system changes made necessary by the loss of a key.
3. If the original Keyholder recovers a lost or missing key, it must be returned to Key Control to prevent the holding of duplicate keys. The Keyholder shall return the original (recovered) key and retain the replacement key as documented in Key Control records per this Procedure.

Responsible Official: Director, Facilities Planning, and Construction	
President's Signature: 	Date: 12/12/2022