



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER

Operating Policy and Procedure

HSC OP: 61.24, Control of Keys to TTUHSC Facilities

PURPOSE: The purpose of this Health Sciences Center Operating Policy and Procedure (HSC OP) is to help protect the life, property and security of our facilities and all its occupants. It serves as a framework by which access to our buildings will be controlled and how keys will be managed, accounted for, issued, duplicated, stored, controlled, returned and replaced. The policy also seeks to implement a proper key process and then preserve it by restoring security in a timely manner whenever key control has been compromised.

REVIEW: This HSC OP will be reviewed by September 1 of every fourth year (E4Y) by the Facilities and Operations Director at each campus with recommendation for revisions forwarded to the Vice President for Facilities and Safety Services (VPFSS) by October 15.

POLICY/PROCEDURE:

1. Campus Manager.

Amarillo:	Facilities Ops and Maintenance
Lubbock:	Facilities Ops and Maintenance
Odessa:	Facilities Ops and Maintenance
Midland:	Facilities Ops and Maintenance
Abilene:	Facilities Ops and Maintenance
Dallas:	Facilities Ops and Maintenance

2. General Policy

- a. TTUHSC facilities include, but are not limited to, all teaching, administrative, research, mechanical, storage and shop space owned or leased by the TTUHSC.
- b. TTUHSC key is any keying device, which allows access to a TTUHSC building, office, laboratory, classroom, or any other space within facilities under the control of TTUHSC, including leased space.
- c. Keys are considered to be property of the State of Texas. Keys are issued to an individual and are for his/her exclusive use. Defacing, marking, altering, duplicating, loaning, or selling of any key/keycard is prohibited.
- d. Department heads shall maintain control of keys for departmental equipment, files, desks storage, vehicles, etc.; Facilities Operations Department will control only building keys, but will respond to work order requests for any repairs necessary on a departmental charge basis. Departments are responsible for all cost associated with their request not related to routine maintenance of existing facilities hardware, including but not limited to altering or abuse of hardware.
- e. The control of all building keys for all TTUHSC campuses, including but not limited to Key issuance and control systems that comply with this policy is the responsibility for the Facilities and Safety Services Operations department at each respective campus. (the only exception being card access and fobs, which fall under the responsibility of the Texas Tech Police Department (TTPD) and the Chief of Police. Facilities Operations personnel are responsible for issuing and collecting keys, under the direction of the Vice President for Facilities and Safety Services via Facilities Operations Directors assigned at each campus

3. Request for Issuance of Keys

- a. Academic chairpersons, administrative heads or their designees will determine which keys should be issued to employees or students under their jurisdiction. Keys will be issued to areas under the control of the requesting department only. Keys to another department's area must be authorized by the department in control of that area. Facilities and Safety Services reserves the right to review and reject request, which do not appear to be in the interest of TTUHSC.
- b. The Facilities Department shall maintain a database with names and signatures of all key authorizers. Key authorizers may be added or deleted with the Key Issuance Signature Authority form (Attachment "B"). Once a year and/or at the time notice is given of significant changes within a department, Facilities will initiate the process to obtain original authorized key signature and two alternates for each Department/area of responsibility. It is the Departments responsibility to notify Facilities that key authorizers and/or their alternates have changed (with a method of verifying those stated changes).
- c. When a Key Requisition Form (Attachment "A") is delivered to the Facilities Department, the form shall be as complete and signed by the appropriate key authorizer(s) as identified in section 3.b. of this policy.
- d. Departmental key authorizers may generate work orders to re-pin cylinders in their respective departments.
- e. A separate Key Requisition Form is required for each individual requesting key(s). Only original signatures are acceptable.
- f. Where available the "request for issuance of keys" process will be initiated and approvals given via the Facilities and Safety tab on the webraider portal
<https://portal.texastech.edu/web/hsc/facilities-safety> "Submit a Request for Keys"

4. Issuance of Keys.

The individual requesting the key shall present the appropriate Key Requisition Form to:

Amarillo:	Lock Shop, SOM/SHP building B450
Lubbock:	Lock Shop, BAB099
Odessa:	Facilities Ops & Maint
Midland:	Facilities Ops & Maint
Abilene:	Facilities Ops & Maint
Dallas:	Facilities Ops & Maint

Hours for accepting forms: Monday – Friday 8:00am to 4:45pm

- a. Upon receipt of a completed **Requisition Form or submission on the FSS webraider portal (if applicable)**, the Facilities Operations department will issue key(s) directly to the individual named on the request upon presentation of his/her valid driver's license or valid identification card with a picture. Keys will not be issued to anyone except the individual named on the request.
- b. Each person will be required to complete and sign a **Key Holder Card** (Attachment "C") upon receipt of his or her key. The managing campus department will maintain a file and/or database of all **Key Holder Card(s)**.
- c. An officer of the Police department may confiscate keys that are not officially and/or properly issued to a person. Key(s) must be surrendered at the time return of key(s) is requested by Facilities Department or Police. Audit of keys in any individual's possession can be requested at any time during their employment with TTUHSC.
- d. The Director of Facilities Operations departments must approve the issuance of duplicate keys to

any individual. Note that duplicate keys are only for lost, stolen or damaged keys, where proper documentation complying with this policy showing keys as lost, stolen or damaged. This policy does not provide or allow for duplicate keys for the purpose of departmental check out or departmental key boxes.

- e. It is a department or division's responsibility to maintain records on keys distributed to their employees and students and to ensure timely and proper return of the keys prior to separation by the employee or student. Departments may not keep issued keys for exiting employees or students for the purpose of reissuance to the exiting person's replacement or for departmental use.
- f. Issuance of Keys to visiting TTUHSC (campus to campus), TTU, TTUS or Contractors will be controlled by strict process. Any person having authorized need for any key(s) for the purpose of providing services on any TTUHSC campus will check out key(s) at the Facilities Operations department. Approval must be given by the Facilities Operations Director prior to issuance of key(s). For proper documentation, the person requesting key(s) will be required to complete a temporary key issuance form/log before keys will be issued. Persons being issued key(s) shall return the keys to the Facilities Operations department on a daily basis by 4:45 p.m., unless specific authorized arrangements have been made with one of the Facilities Operations Directors for each respective campus. Where possible cylinders will be temporarily changed to a construction key or access card issued in place of a key prior to giving access to a space.

5. Issuance of Card Access Keys

- a. The TTPD departments at all TTUHSC campuses shall manage the issuance of card access keys.
- b. Requests for card access are administered in accordance with HSC OPs 76.02 and 61.25 which address single point of public entry for all TTUHSC campuses; where all other access points are secured with access limited to authorized personnel possessing an access control badge.

6. Returning Keys

- a. All keys issued by TTUHSC shall be returned to the Facilities Operations department at each respective campus (Lock Shop) upon:
 - 1. Reassignment of departmental space by the Space Committee
 - 2. Determination that the key is no longer needed by the employee or student due to a change in employment or status with the HSC
 - 3. Upon transfer by the employee or student to another department, division or campus
 - 4. Upon separation from the institution by either an employee or a student
 - 5. If a person is separating from TTUHSC or no longer needs a key. The chairman, the administrator or his/her designee shall direct the individual to take their key(s) to their campus Facilities Operations department (Lock Shop). The individual's **Key Holder Card** (Attachment "C") and database will be updated to reflect the proper return of keys. For those persons leaving their employment with TTUHSC, the HR exiting process and paperwork will further document return of keys; identifying any outstanding keys so notification can be sent to the departmental key authorizer that keys are outstanding and may require a risk assessment as stated in section 7d of this policy.
- b. TTUHSC departments and divisions can request to verify their key distribution records with Facilities Operations (Lock Shop) at their campus. An email request should be submitted to the Facilities Operations Director listing the individual(s) and the key(s) the department has recorded for each. Once verified the Department will receive a return email with the verified record(s).

7. Lost or Stolen Key(s)

- a. Lost key(s) should be reported immediately to the campus Police, to the Facilities Operations department, and to the department and/or division head. **Lost or Stolen Keys** form (Attachment "D") will be completed and the **Key Holder Card** updated.
- b. Replacement keys will be issued in accordance with the procedures outlined for the issuance of keys.
- c. There will be a replacement charge of \$25.00, for each key lost, assessed to the person responsible for the loss; departments may pay the replacement cost of key(s) if they determine the loss was not as a result of the employees own negligence. Once collected, replacement cost cannot be refunded. If Key(s) is recovered, the recovered key(s) remains the property of TTUHSC and must be returned to Facilities Operations under the terms of this policy.
- d. The department(s) or division head(s) of the affected areas, including facilities department, in consultation with the Chief of Police or Police representative at each campus will determine after a risk assessment, whether or not to rekey the affected area. The department who employs the person responsible for the loss may be charged for any cost associated with required rekeying; rekeying may be done internally or by contracted outside lock shop determined by the requirements of the rekeying. It is the responsibility of that department to secure reimbursement from the employee responsible for the loss of the key(s).

8. Master Keys

- a. Master Keys are those which open all or a subset of doors, such as all doors in one building. The issuance of these keys must be restricted to the absolute minimum number of individuals. Unless specifically authorized, Master keys are to be held by police and/or Facilities staff, including but not limited to Director(s) of Operations and Police Lieutenant(s)/officers, as appropriate to perform the function(s) of their employment; and to secure a timely response to any given area in the case of emergency.
- b. Only the President, or the VPFSS, may authorize the issuance of Building or Grand Master Keys regardless of Campus.

9. Maintaining Key Control

- a. Under the supervision of the VPFSS, all Directors of Operations shall maintain strict control and audits of all keys – both cut and uncut.
- b. Each HSC key shall be permanently stamped with an identification code and a number which serves to identify the key and individual to whom the key has been issued. This unique set of identification numbers is used to facilitate subsequent control and security.
- c. The procurement of keys and locks for new construction and remodeled areas on all TTUHSC campuses will be done typically within a construction or renovation project or in accordance with recommendations from the VPFSS, the Director of Operations, or the Lock Shop. In those cases where a department or division is requesting a change in function requiring new hardware, all associated cost for the request will be assigned to that department or division.
- d. All keys and cylinders to new construction or remodeled areas will be received from the contractors or vendors by the Director of Operations at the respective campus or their designated Lock shop personnel.
- e. All locks shall be installed by the contractor, vendor or campus lockshop. When hardware /locks are installed by contractor or vendor, installation will be under the direction of the appropriate Director of Operations at the respective campus or their designated Lock shop personnel. No drill or other battery-operated tool shall be used in the installation of any door locks and/or associated door hardware. Any stripped screws or damaged hardware will require complete replacement of hardware as appropriate to resolve issue.

- f. Departments and divisions are specifically prohibited from reassigning; reissuing or storing unassigned keys (refer to paragraph 6).
- g. Departments and divisions should give notice of all key holders who are terminated or transferred to another department or activity to the Facilities Operations department at the respective campuses. Replacement cost for keys not return by key holders exiting the department will be the responsibility of that department, including but not limited to key replacement or repining area(s) if necessary.
- h. The given notice should be in written form and/or utilizing the exiting process for notification established by TTUHSC HR. Failure to give notice will be considered a willful disregard for TTUHSC approved policy; and a potential compromise of the security of TTUHSC facilities.
- i. Private locks, individually or departmentally owned, will not be installed on building facilities. Only Facilities Operations personnel will remove, install, change, or repair any lock(s) used for space control. Any unauthorized locks installed by an individual, department or division, including padlocks installed for space control, will be removed and confiscated by the Facilities Operations department. The cost of labor, new locks and/or any repairs to doors, door frames, etc., caused by lock installations or abuse will be charged to the department or division. At the discretion of the department head, the individual responsible for the installation of any unauthorized locks may be charged for the cost of the locks and repairs.

10. Rekeying

- a. All requests for rekeying of an office, laboratory, area or space should be submitted to the appropriate Facilities Operations department in written form, with the requesting department's account number. All requests shall be signed by the department or division head in accordance with Section 3 above. All rekeying must be approved by Facilities Operations to ensure the integrity of the established system; all rekeying must conform to the established system.
- b. The VPFS and/or the FSS Director of Operations at each Campus will coordinate all re-keying between the requesting department and Facilities Operations. Only Facilities Operations will contract for outside vendors to work in TTUHSC facilities.

11. Reproduction of Keys

- a. Keys issued by TTUHSC are the property of TTUHSC and are for the exclusive use of the person to whom they are issued. They are not to be borrowed, loaned, rented or sold. **DUPLICATION OF A KEY IS STRICTLY PROHIBITED.** Individuals who violate this policy or who reproduce keys or allow them to be reproduced without authorization shall be subject to disciplinary action and/or possible termination of employment. If it has been determined by the university that keys were reproduced without Facilities and Safety Services department approval and the security of university facilities has been jeopardized, the department employing the individual (and the individual) who reproduced the keys will be responsible for the cost of rekeying. Under no circumstances shall keys be passed on from one employee to the next. Any keys found to be unauthorized reproduced duplicates become the property of TTUHSC and shall be confiscated for disposal.

Attachments:

- A. Key Requisition Form
- B. Key Issuance Signature Authority form
- C. Key Holder Card
- D. Lost or Stolen Keys

Note: Unless noted all forms will be hand-delivered to Facilities Operations Department at your respective campus. Only original signatures are accepted on all forms.