

POLICY

Policy Title	Key, Lock and Access Control
Policy Holder	Organizational Effectiveness
Policy Approver(s)	Senior Team
Related Policies	
Related Procedures	
Appendices	4
Storage Location	Website - https://www.confederationcollege.ca/policies-and-procedures
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Purpose

In support of the College's *Access to Facilities* policy, this practice articulates the processes used to control locks and keys, including electronic keys, within College campuses, offices and facilities.

Scope

This practice applies to all College campuses, offices and facilities.

Definitions

Access Control

The physical, electronic and administrative measures used to manage access to College facilities.

Access Level

The extent of access, measured in days of the week, dates, times and doors, provided by an individual electronic key or card.

Building Closures

Planned closures of College buildings (e.g. statutory holiday closures, closures for electrical maintenance, etc.) and to emergency closures (e.g. closures due to snowstorms; closures due to infrastructure failures; etc.).

Building Hours

The hours during which the doors to a College facility are open.

Extended Service Hours

The hours of operation outside normal business hours during which the services of a particular department, school, campus, office or service area are provided.

Fail Secure

A default setting for electronically controlled doors, wherein, the doors fail in the locked, rather than in the open, position (e.g. during electrical failures, etc.).

Key and Lock Control

The physical, electronic and administrative measures used to manage the physical and electronic keys and locks that give access to College facilities.

Key Holder

The person to whom a key, key fob or key card is issued.

Key Level

The extent of access provided by an individual key within a nested hierarchy of keys in a single series, with an operating key providing the least access (opening one lock); and a grandmaster key providing the widest access (opening all locks) within the series.

Key Ring

A set of keys issued to a local manager on behalf of a department or school. The key ring is intended to be borrowed within the department or school on a temporary basis, for periods of time of less than one day. Use of a key ring is under the authority of local managers.

Keystone

The proprietary system developed by Best Access Systems (Stanley Security Systems) for the management of keys, cores and locks.

Local Manager

A manager in a department or school who has authority, responsibility and accountability for a physical space, and for the management of access to that space.

Normal Service Hours

The hours during which College services are normally available: generally, Monday to Friday, 8:30 AM to 4:30 PM, local time.

Records Management

The systems used by Public Safety and Facilities Services (Thunder Bay) and by regional managers (regional campuses and satellite offices), to document the disposition of keys, cores (as applicable) and locks: by date; by key, core or lock number (respectively); by function; by department, school, or campus; by door; by authorizing party; and by key holder and/or by key ring.

Records management also refers to the systems implemented by local managers to document the disposition of key rings within their department or school, by date; by time; by authorizing party; and by borrower.

Records management also refers to the systems used by Computer Services (Thunder Bay) to document the disposition of electronic keys, by Key Holder, by key number, by card type and by access level.

Policy Statements

1. Administration of the Key and Lock System at College-owned Facilities

1.1. The Senior Manager, Public Safety, in collaboration with the Director, Facilities Services (Thunder Bay Campus); the Manager, Sibley Hall Residence; and local managers (regional campuses, offices and facilities) are responsible for the overall administration of the key systems at their respective locations.

1.2. They are responsible for the following:

1.2.1. installation and maintenance of all interior and exterior door locks,

1.2.2. the production and issuance of all keys, and

1.2.3. the maintenance of accurate controls and records to provide accountability for all keys issued.

2. Administration of the Key and Lock System at College-Leased or Rented Facilities

2.1. Local managers at College-owned or rented facilities, are responsible for the overall administration of the key systems at their respective locations.

2.2. They are responsible for the following:

2.2.1. coordinating installation and maintenance of all interior and exterior door locks through the lessor or landlord, coordinating the production of all keys through the lessor or landlord; issuance of all keys; and

- 2.2.2. maintenance of accurate controls and records to provide accountability for all keys issued.
3. **Administration of the Electronic Access Control System (Thunder Bay Campus)**
 - 3.1. The Senior Manager, Public Safety, is responsible for the overall administration of the electronic access control system at the Thunder Bay Campus, in collaboration with the Senior Director, Infrastructure Services and the Director, Facilities Services.
 - 3.2. The Senior Manager, Public Safety, is responsible for:
 - 3.2.1. coordinating the commissioning of new devices, doors, relays and controllers through the service provider,
 - 3.2.2. programming door and holiday schedules in the electronic access control system,
 - 3.2.3. the maintenance of accurate controls and records to provide accountability for all schedules established in the electronic access control system,
 - 3.2.4. and maintenance of devices, relays and controllers.
 - 3.3 The Director, Facilities Services, or designate, is responsible for:
 - 3.3.1 installation of wiring and door hardware for doors added to the electronic access control system, and
 - 3.3.2 the maintenance and repair of doors, wiring and door hardware.
 - 3.4 The Senior Director, Infrastructure Services, or designate is responsible for:
 - 3.4.1 the programming of all electronic keys, and
 - 3.4.2 the maintenance of accurate controls and records to provide accountability for all electronic keys issued, and
 - 3.4.3 the coordination of maintenance and upgrading of access control software in collaboration with the Senior Manager, Public Safety and the service provider.
4. **Operational Resilience**
 - 4.1. At the Thunder Bay Campus, the Senior Manager, Public Safety, the Director, Facilities Services, and the Senior Director, Infrastructure Services will ensure that individuals (in-house or contracted) who have a working knowledge of the proprietary software systems employed in key and lock records management and in electronic access control, respectively, are available on a 24 hour basis.
 - 4.2. At the Thunder Bay Campus, the Director, Facilities Services will ensure that the services of an individual (in-house or contracted), with experience in cutting keys, assembling cores and installing locks and other door hardware, is available on a 24 hour basis.
 - 4.3. The Senior Manager, Public Safety, the Director, Facilities Services, and the Senior Director, Infrastructure Services will ensure that emergency contact information is maintained for the individuals identified above.
 - 4.4. At regional campuses, offices and facilities, local managers will ensure that the services of a locksmith are available at the campus on a 24 hour basis.
5. **Operational Redundancy**
 - 5.1. At the Thunder Bay Campus, the Director, Facilities Services, will ensure that:
 - 5.1.1. physical means are available on an emergency basis to secure a building should there be physical breaches to the exterior of a building (e.g. broken windows; inoperable locks; etc.);

- 5.2. At the Thunder Bay Campus, the Senior Manager, Public Safety, will ensure that:
- 5.2.1. all electronically-controlled doors are programmed to fail in “fail-secure” mode (e.g. during power outages, etc.); and
 - 5.2.2. all electronically-controlled doors also have manual locks to allow access in the event that the doors fail in fail-secure mode.
- 5.3. At regional campuses, offices and facilities, local managers will ensure that physical means are available on an emergency basis to secure a building should there be physical breaches to the exterior of a building (e.g. broken windows; inoperable locks; etc.).

6. Audits

6.1. Key Audits

- 6.1.1. The Senior Manager, Public Safety, or designate (Thunder Bay), or local managers (regional campuses, offices or facilities), shall conduct periodic key audits by Department, School and/or Key Holder.
- 6.1.2. The Key Holder will be required to produce the keys that have been issued to him/her.
- 6.1.3. Results of the audit will be reviewed by the Senior Manager, Public Safety, and recommended follow-up action will be forwarded to local managers, and to their Dean, Director, Executive Director or Vice-President.

7. Electronic Key Audits

- 7.1. The Senior Manager, Public Safety, or designate (Thunder Bay), shall conduct periodic electronic key audits, including names of Key Holders, key numbers, and associated access levels by Department, School and/or Key Holder.
- 7.2. Results of the audit will be reviewed by the Senior Manager, Public Safety, and recommended follow-up action will be forwarded to local managers, and to their Dean, Director, Executive Director or Vice-President.

8. Reports

8.1. Key Reports

- 8.1.1. The Senior Manager, Public Safety, or designate (Thunder Bay), will generate a report annually, listing all Key Holders, by Department / School, and their corresponding keys, and will submit the report to local managers. Local managers will review the annual reports and advise the Senior Manager of any discrepancies. The Senior Manager, Public Safety, or designate (Thunder Bay) will be responsible for remedying the noted discrepancies.
- 8.1.2. Local managers at regional campuses, offices or facilities will annually generate a report listing all Key Holders, and their corresponding keys for their campus, office or facility, and will note any discrepancies. Local managers will be responsible for remedying the noted discrepancies.

9. Electronic Key Reports

- 9.1. The Senior Manager, Public Safety, or designate (Thunder Bay), will annually generate a report listing all Electronic Key Holders, by Department / School, and their corresponding electronic key numbers, and access levels and will submit the report to local managers. Local managers will review the annual reports and advise the Senior Manager of any discrepancies. The Senior Director, Infrastructure Services will be responsible for remedying the noted discrepancies.

10. KEYS

- 10.1. **Ownership of Keys:**

- 10.1.1. All keys to Confederation College-owned campuses, offices and facilities are the property of the College.
- 10.1.2. All keys to properties that are rented or leased by the College remain the property of the lessor or landlord, unless otherwise stipulated in the lease or rental agreement.
- 10.2. **Custodianship of Keys:**
 - 10.2.1. At the Thunder Bay Campus, Facilities Services is the authorized custodian for all keys
 - 10.2.2. At College-owned regional campuses, offices and facilities, local managers are the authorized custodians for all keys at their respective campuses, offices or facilities.
 - 10.2.3. At leased or rented facilities, the local managers who manage the facilities on behalf of the College, are the authorized custodians for all keys at their respective campuses, offices or facilities.
- 10.3. **Establishment of Procedures to Govern Issuance and Control of Keys and Locks.**
 - 10.3.1. The Senior Manager, Public Safety, the Director, Facilities Services, and the Senior Director, Infrastructure Services, are responsible for establishing procedures to govern the issuance and control of keys, the installation and control of locks, and issuance and control of electronic keys, respectively.
- 10.4. **Department Responsibility**
 - 10.4.1. **Thunder Bay Campus**
 - 10.4.1.1. Local managers are responsible for implementing procedures within their respective departments and schools for controlling and accounting for keys and key rings held by individuals within the department or school, or issued to organizations affiliated with the department or school.
 - 10.4.1.2. Local managers are responsible for ensuring that keys are collected from individuals upon their departure from the College, and for returning the keys to the Facilities Services Department.
 - 10.4.1.3. If it becomes necessary to replace one or more locks because a key has been lost, transferred or loaned to someone other than the named Key Holder, the expense of re-keying will be the responsibility of the department or school
 - 10.4.2. **Regional Campuses, Offices or Facilities**
 - 10.4.2.1. Local managers are responsible for implementing procedures within their respective regional campuses, offices or facilities for controlling and accounting for keys and key rings issued to the regional campus, office or facility.
 - 10.4.2.2. Local managers are responsible for ensuring that keys are collected from individuals upon their departure from the College, and/or for returning the keys to the lessor or landlord on termination of the lease or rental agreement.
 - 10.4.2.3. If it becomes necessary to replace one or more locks because a key has been lost, transferred or loaned to someone other than the named Key Holder, the expense of re-keying will be the responsibility of the regional campus, office or facility
- 10.5. **Key Holder Responsibility**

- 10.5.1. Key Holders may use keys only in their official capacity with the College. All keys will be returned to local managers, or to their designates, upon termination or departure from the College.
- 10.6. **Duplication**
- 10.6.1. Reproduction of keys by anyone other than the Facilities Services Department (Thunder Bay) or by an authorized agent of the College (at regional campuses, offices or facilities), is prohibited.
- 10.7. **Assignment of Key Level**
- 10.7.1. In general, the lowest key level that will provide access to a given space, will be issued.
- 10.8. The highest key level that will be issued for general access will be a Master key.
- 10.9. Grandmasters will be issued only to individuals who play a role during a College emergency.
- 10.10. **Local Manager.**
- 10.10.1. A local manager is responsible for authorizing requests to access spaces under his or her control. A local manager may authorize access by signing a *Key Request Form* (Appendix A), an *Electronic Key / Card Request Form* (Appendix B), an *Entry Permit* (Appendix C), or by authorizing the request in writing and forwarding it to Public Safety.
- 10.10.2. A local manager may not authorize access to spaces that are not under his or her control.
- 10.10.3. A local manager may not authorize his or her own *Key Request Form* or *Electronic Key / Card Request Form*.
- 10.10.4. When a space is occupied jointly by more than one Department or School, it is incumbent on the local manager who receives a request to access the space to advise the requester that he/she will also need to obtain the permission of the other local managers sharing the space.
- 10.10.5. A local manager may attach conditions to an approval of an *Entry Permit* (Thunder Bay Campus), or to a written authorization to access a space, in order to meet his or her obligations to ensure that adequate supervision is provided when permitting access to areas with high risk and/or high value materials or equipment. Such conditions may include, but are not limited to, dates, times of day, and required supervision.
- 10.10.6. A local manager is responsible for ensuring that a space under his or her control is adequately secured when the facility is closed.
- 10.10.7. When advised that a facility has been inadequately secured when the facility was closed (e.g. doors left open, doors closed but unlocked, etc.), it is the responsibility of the local manager to determine why the space was left unsecured and to implement measures to ensure that the space is secured in the future.
- 10.11. **Managers Responsible for Certain Contractors**
- 10.11.1. Managers who are responsible for certain contractors who access facilities to provide routine services (e.g. housekeeping, etc.), or emergency services, are responsible for providing notice to local managers that contractors will be accessing their space, and for ensuring that the contractor adequately secures the space when their work is complete.

10.12. Individual Employees, Volunteers, or Contractors

10.12.1. Individual employees, volunteers, or contractors, have a right of access to a space outside regular or extended service hours, when they are in receipt of a key, or an electronic key or card, authorized by the local manager having authority over the space, or when the local manager provides written authorization (hard copy or electronic) to Public Safety authorizing them to provide physical access to the space for the individual employee.

10.13. Individual Renters or Lessees

10.13.1. Individual renters or lessees have right of access to the facilities that they have rented or leased, per the terms of their agreements with the College. Keys, or electronic keys or cards provided to individual renters or lessees, per the terms of the agreements, will be issued on approval of a *Key Request Form* and/or an *Electronic Key / Card Request Form* by the local manager having authority over the space.

10.14. Individual Learners

10.14.1. Individual learners at the Thunder Bay Campus have a right of access to a space, outside regular or extended service hours, when they have submitted an *Entry Permit* (Appendix C), authorized by the local manager having authority over the space, to the Public Safety office.

10.14.2. Individual learners at Regional Campuses, offices and facilities have a right of access to a space, outside regular or extended service hours, when they have the written authorization of the local manager having authority over the space.

10.15. Public Safety

10.15.1. The Senior Manager, Public Safety, or designate, is responsible for verifying access permissions authorized by local managers through *Key Request Forms*, *Electronic Key/Card Request Forms*, *Entry Permits*, and written authorizations.

10.15.2. The Senior Manager, Public Safety, or designate, is responsible for programming approved electronic access card groups, and approved access levels,

10.15.3. In facilities where Public Safety – Security Guard service is provided, Guards will conduct routine patrols to ensure that doors are opened and locked according to posted service and building schedules; and that all spaces are adequately secured when the facilities are closed.

10.15.4. When a facility is found to be inadequately secured when the facility is closed, the Guard will secure the facility and ensure that the local manager is advised.

10.15.5. If requested by an individual to open a locked office or other space, a Security Guard will open the door on verification by the individual of their right of access to the space.

10.15.6. When conducting patrols of closed spaces or facilities, a Security Guard may request verification that an individual using the space has right of access to the space.

Revision History

Version	Change	Author	Date of Change