



## Facilities Management Department Policy Statement #15

### Key Control

1. **Purpose.** To ensure the physical security and safety for building occupants and to protect the assets of the University.
2. **Scope.** This policy covers the responsibilities of all key holders to include physical and electronic access methods such as keys, cards, key fobs and identification badges. This policy applies to all buildings managed by the University and is coordinated with the University Access Policy 719.
3. **Policy**
  - A. The term “key” refers to all methods of access including physical and electronic.
  - B. It is the University’s policy to limit and control the number of keys to University facilities and spaces for the protection of occupants and assets.
  - C. Transferring, loaning or sharing keys or other means of access is prohibited.
  - D. All keys to University facilities and spaces are the property of the University.
  - E. Electronic door card access will be emphasized over physical key distribution due to the cost of rekeying.
  - F. Anyone with approved access may obtain a master key or other keys from a building key box using their University ID. Building master keys will not be issued on a permanent basis.
  - G. Only FM will make keys, assign keys, or install or repair locks (including padlocks) at the University except for HRL room locks which are managed only by HRL.
  - H. FM will maintain an online key and access request system.
  - I. The University will grant contractor access and provide keys as appropriate through FM. The department managing a contract will provide a University employee sponsor to obtain and manage access for the contractor.
  - J. Students may be assigned keys under the sponsorship of a college or department staff member.
  - K. Employees who lose keys or otherwise do not comply with this policy are subject to disciplinary action.
  - L. Departments of employees or students who lose keys are responsible for the cost of rekeying affected spaces.
  - M. Contractors who lose keys are responsible for the cost of rekeying affected spaces.
4. **Procedures**
  - A. University Employees
    - i. Any employee of the University may request access and/or a physical key to any room at the campus that they have a job related need to access. Building master keys are not included.

- ii. Key and access requests can be made to the FM Lock Shop through the ARCHIBUS Access Request application online at FM311.charlotte.edu.
- iii. Individuals must use their University ID card to pick up keys at the FM Lock Shop in building #92 at 9643 Poplar Lane next to the North Deck parking garage.
- iv. Key holders are responsible for the safekeeping of assigned keys and their proper use.
- v. Keys may only be used by the assigned key holder.
- vi. Key holders shall not unlock buildings or rooms for others unless the individual has a valid, verifiable reason and proper identification for access.

#### B. Students

- i. Keys for students must be requested by a faculty or staff sponsor (known as a key requester) through Facilities Management.
- ii. Key requesters must use their University ID card to pick up student keys at the FM Lock Shop.
- iii. The key requester is responsible as the student's sponsor to ensure keys are returned to the FM Lock Shop on the designated key return date.

#### C. Contractors

- i. Contractors must have an active contract with the University and an associated University employee to sponsor their request for access.
- ii. The sponsor will request a University ID card for the Contractor through the 49er Card office. The sponsor will select a reasonable access expiration date on the request that will expire shortly after the work completes.
- iii. Once the Contractor has obtained a University ID card, the University sponsor may request access to key boxes through the FM311 Access Request online application.
- iv. When a contractor's duties are terminated, the sponsor must communicate with the FM Lock Shop to terminate all access to lock boxes.
- v. The contractor key holder agrees to maintain the security of an area or building and all doors found locked upon arrival must be locked when leaving the worksite.
- vi. For major renovations, areas under construction may be rekeyed with contractor cores after coordination with the FM Lock Shop.
- vii. For projects that require building access that cannot be rekeyed with contractor cores, contractors may be given access to building key boxes.

#### D. Key Box Use

- i. All master keys on campus are stored in FM key boxes at each building.
- ii. Users must swipe their University ID to check out keys from the key boxes.
- iii. Keys shall be returned to the key box at the end of the workday (every 8 hours) or when work completes during that day, whichever comes first.
- iv. Key box users will not check out keys to other individuals.
- v. Lock box keys will not be removed from the University premises by anyone at any time.

#### E. Key Custodians

- i. Some building tenants may be designated as key custodians upon request by the FM Lock Shop.
  - ii. These key custodians will be responsible for tracking and issuing keys to employees needing continuous access in their building.
- F. Lost Keys. When keys are lost, they shall be reported immediately to the FM Lock Shop.
- G. Key Return
  - i. When an employee leaves UNC Charlotte (i.e. transfer, resignation or retirement), the employee's supervisor must ensure all keys are returned to the FM Lock Shop and all access to key boxes is terminated.
  - ii. Keys for new employees will be reissued after the return of the old keys.
- H. Padlocks
  - i. Padlock requests should be made to the FM Lock Shop through the ARCHIBUS Access Request application online at [FM311.charlotte.edu](http://FM311.charlotte.edu)
  - ii. The Lock Shop will supply the padlocks and ensure the keys are coded appropriately.

Revision History:

Initially Approved: February 9,2016

Revised August 28, 2023

Reviewed: January 2024