

# Key Control Procedure



## 1 Purpose

To provide information and guidance on the key control

## 2 Scope

All USQ Staff and Students

## 3 Procedure Overview

1. The University is open most days to many individuals and groups who are involved in its purpose and work, therefore legitimate needs for access to rooms and buildings must be met by its security system. However, consistent with such needs, it is also important that the University look to the security of its installations and assets and seek to minimise opportunities for theft and damage to its property or harm to its students and staff. Accordingly, as part of a comprehensive security system upgrade, a high security lock format has been systematically introduced in all University administration and teaching buildings.

In addition to manual locking, electronic access control devices have been installed in a number of buildings (refer Electronic Access Control Policy).

2. The responsibility for key control procedures has been assigned to the Manager (Administration), Facilities Management.
3. Specified functions relating to the ordering and issue of keys and the maintenance of all associated records within the approved procedures are assigned to the USQ Security for this purpose.

## 4 Procedures

### 4.1 Initial Issue of Bi-Lock Keys

1. In 1993 the University of Southern Queensland approved the use of 'Specific University "U" Profile Bi-Lock Series 105' manufactured by the Australian Lock Company Pty Ltd and distributed in Queensland by John Barnes & Co (Qld) Pty Ltd. In conjunction with the local agents for John Barnes & Co (Qld) Pty Ltd (Toowoomba Locksmiths) a grand master key system has been designed for each building.

2. Any request for the issue of a key/s must be approved by the Dean of Faculty, Head of Department or their appointed delegate and forwarded to USQ Security.
3. Keys will be issued by Facilities Management to each Faculty or Department only for the rooms or facilities that are occupied by that Faculty/Department. Under no circumstances are keys to be duplicated.
4. Upon receiving the keys the requesting Dean of Faculty, Head of Department or Key Controller must sign the Facilities Management Manual Issue Register. This also acknowledges that if any issued key is lost or cannot be produced on demand the total cost associated with re-pinning the lock/s to the area/s compromised and providing the replacement key/s will be met by their Faculty/Department. Should a loss occur due to an individual's negligence, the University reserves the right to recover costs from that individual.
5. The normal scale of issue will be:
  - a. One grand master key which opens appropriate doors in a building, to the Dean of Faculty or Head of Department which has sole occupancy of the building or to their delegate.
  - b. An appropriate number of each master key which opens all rooms in an area within a building or opens a series of rooms such as laboratories and seminar rooms to the Dean of Faculty, Head of Department or to their delegate.
  - c. One room key to each occupant of a separate room in the case of members of the teaching and research staff and in other cases at the discretion of the Dean of Faculty or Head of Department.
  - d. One key admitting entry to the building to each person provided with a room key, as above, when it can be established that access to the building is required after normal working hours on a frequent basis.
6. Issues beyond this scale will be made by arrangements between the Dean of Faculty or Head of Department and the Manager (Administration) Facilities Management.
7. It will be each Faculty/Department Key Controller's responsibility to maintain accurate records of Key Issues>Returns using "KEYREGISTER" on the ADMIN system. Facilities Management and Information and Communication Technology Services maintain security over high risk/sensitive areas such as communication cabinets, switchboards, plant rooms, high voltage equipment etc. External contractors are required to obtain a Security Card from Facilities Management before USQ Security issues keys.
8. All authorised requests for locks and the issue of keys will be at the expense of the Faculty/Department making the request unless it is part of capital works or replacement due to fair wear and tear.
9. All maintenance costs or the cost of replacement locks and keys due to fair wear and

tear, as determined by Facilities Management, will be funded by Facilities Management.

## 4.2 Issue of Keys to Campus Administration

1. The scale of issue of keys to members of staff will be determined by the Manager (Administration) Facilities Management, following receipt of a statement of need from the Heads of Departments. These key issues will apply as set out in paragraph 4.1.5 above.

## 4.3 Issue of Keys by Faculty, Division or Support Service

1. Daily issue and control of keys to buildings is to be decentralised. Spare keys available for temporary issue, shall be held in a lockable key cabinet or acceptable secure device such as a safe, usually in the charge of a Faculty or Department Key Controller. Grand master and master keys will not normally be loaned and shall be kept separately in an area of maximum security for emergency or special use only.
2. Key cabinets are normally of the "Tel Kee" type with a variable capacity from 50 to 450 key hooks. Tags identifying areas of access are not to be attached to the spare keys. They should be tagged with non-identifying numbers only. The Faculty/Department Administrator concerned should compile a key index for each cabinet. When not in use the index is to be kept in a secure location separate from the keys. The index should contain both alphabetic and numeric listings that readily link keys, hook numbers and room locations. Any alterations, insertions and deletions must be noted in the key index promptly.
3. The Dean of Faculty, Head of Department may authorise the temporary issue of key/s to visiting staff or other persons. The Key Controller for that Faculty or Department will use either (a) "KEYREGISTER" on the ADMIN system or (b) record the following information in the Bi-Lock Manual Key Register supplied (refer attachment B):
  - a. Date;
  - b. Key Number;
  - c. Room number/s that the key unlocks;
  - d. Faculty or Department;
  - e. Printed name of the recipient;
  - f. Signature of the recipient;
  - g. Number of keys issued;
  - h. Number of keys returned;
  - i. Printed name of Faculty or Department Key Controller;

j. Signature of Faculty or Department Key Controller;

k. Time key issued;

l. Date and time key returned.

4. The Key Controller in every instance will maintain control over and be accountable for all issues and returns.

## **4.4 Contractors and Tenants in University Owned Buildings**

1. Tenant organisations in University owned buildings are normally required to use the same key systems as other University functions and are bound by the key control procedures outlined herein. New tenants will be provided with an initial issue of keys to existing doors. Any additional keys and locks required will be provided at the tenant's expense. Tenant and Contractor organisations that lose or cannot produce a key on demand will be liable for the total cost associated with re-pinning the lock/s to the area/s compromised and providing the replacement keys.

## **4.5 Key Audits**

1. The Manager (Administration) Facilities Management or his/her delegate will proactively arrange key audits to ensure the integrity of the University's keying and record system.

## **4.6 Responsibility**

1. It is the responsibility of a member of staff, student or other person to whom a University key is issued to ensure its safekeeping. In addition, they have a duty to return the key/s to the Key Controller when ceasing employment with that Faculty/Department or when completing the assignment or other activity for which the key was provided.

2. It is the responsibility of the Key Controller to ensure that the keys are retrieved from staff and students when they leave, transfer or no longer have a functional need to hold a particular key.

3. The Manager (Administration) Facilities Management has the authority to recall keys. If a Faculty or Department is relocating to another area or refurbishing their current premises then all of the old keys must be returned to Facilities Management prior to the issue of new keys.

## **4.7 Lost Keys**

1. Where the key holder is unable to produce the key/s issued, the following procedure will apply:
  - a. The key holder is to immediately advise USQ Security and provide to the Dean of Faculty or Head of Department in which he/she is employed a written statement setting out the facts and circumstances of the loss.
  - b. The Head of Faculty or Department should forward this report to the Manager (Administration) Facilities Management who will arrange, if necessary, for the immediate re-pinning of locks and providing replacement keys for those areas compromised by the loss.
  - c. The costs of such re-pinning and key replacement will be charged against the key holder's Faculty or Department. It should be noted that this could be a substantial amount if the lost key opens multiple locks.
  - d. The Key Controller will use "KEYREGISTER" to indicate the key loss. See page 3 of "KEYREGISTER" user document.

## 4.8 Emergency Access

1. Emergency access to all rooms and buildings can be gained at any time by contacting USQ Security personnel on campus who will first establish the bona fides of the person seeking access and will then normally provide an escort to the area or may issue the person with the key/s to the area. Such a key issue will be of a temporary/emergency nature only. Prior to relinquishing the keys, a record will be made in the security log including the details listed in paragraph 4.3.3 above and the reason for the issue.
2. It will be the person's responsibility to immediately return the key/s to USQ Security once the reason for requiring access has been satisfied. On return of the keys a record will be made in the security log including the details listed in paragraph 4.3.3 above.

## 5 References

Nil.

## 6 Schedules

This procedure must be read in conjunction with its subordinate schedules as provided in the table below.

## 7 Procedure Information

<b>Accountable Officer</b>	Executive Director (Facilities Management)
<b>Responsible Officer</b>	Executive Director (Facilities Management)
<b>Policy Type</b>	University Procedure
<b>Policy Suite</b>	Capital, Minor Works and Maintenance Policy and Procedure
<b>Subordinate Schedules</b>	
<b>Approved Date</b>	7/6/2021
<b>Effective Date</b>	7/6/2021
<b>Review Date</b>	
<b>Relevant Legislation</b>	
<b>Related Policies</b>	
<b>Related Procedures</b>	
<b>Related forms, publications and websites</b>	
<b>Definitions</b>	<b>Terms defined in the Definitions Dictionary</b>
	<b>Definitions that relate to this procedure only</b>
<b>Keywords</b>	Key control
<b>Record No</b>	13/354PL