

**Original Approval Date: August 4, 2005**

**Most Recent Update: November 30, 2018**

**Parent Policy: [Lands and Buildings Security Policy](#)**

## Lock Changes, Key Request and Key Control Procedure

<b>Office of Administrative Responsibility:</b>	Director – Trades, Infrastructure and Maintenance
<b>Approver:</b>	Associate Vice-President (Operations and Maintenance)
<b>Scope:</b>	Compliance with this University policy extends to all academic, support and excluded staff, postdoctoral fellows, and academic colleagues as outlined and defined in the <a href="#">Recruitment Policy (Appendix A and Appendix B: Definitions and Categories)</a> ; undergraduate, graduate and Faculty of Extension students; emeriti; members of the Board of Governors; visitors to campus, including visiting speakers and scholars; third party contractors; and volunteers.

### Overview

The office of administrative responsibility must act with due diligence in the management, governance and control of the University buildings and grounds. Facilities and Operations has the sole authority to change locks, and to issue keys for University buildings to approved individuals.

The authorization and issuance of keys by faculties and departments is a serious management and fiscal responsibility, to ensure safe and secure environments for employees, students and equipment.

### Purpose

The purpose of this procedure is to ensure appropriate, approved authorization and controls are followed for lock changes and key access. These controls are essential in maintaining the safety and security of all University buildings. Those who are authorized to provide key access must clearly state to the individual requesting key(s) that the financial responsibility for lost keys and, if required, re-keying of a facility, will be incurred by the department in which they belong to, or in the case of a third party contractor, their company in which they work for.

### PROCEDURE

All keys that access University of Alberta facilities are the property of the University of Alberta. The Facilities and Operations Lock Shop performs all lock work for the University, and is responsible for the direct supervision of third party contractors working on locks. The Facilities and Operations Maintenance Desk determines the level of security required on locks, storing and managing a lock and key inventory, cutting keys and tracking the possession of **master keys**, and providing key presses (lock boxes) to departments.

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A completed Lock Change and Key Requisition form for key and lock changes to interior and exterior doors, for any University building, must be sent to the Facilities and Operations Maintenance Desk. This request form must be signed by an authorized approver within the faculty and/or department.

- All keys are individually numbered, entered into the key inventory and database, and the key authorization form must be signed by the assigned key holder. The assigned key holder must return the key to the Residence Coordinator at the end of an executive member's term.

Associations will incur all costs associated with re-keying a facility due to a loss or theft of a master key.

#### 4. VISITORS/CONFERENCE GUESTS

- All guests must acknowledge receipt of their keys by signing their registration card.

- Lost, stolen or failure to return keys will result in a lock change. All costs associated with the lock change will be borne by the assigned guest key holder.

#### 5. KEYS:

##### a. KEY REQUESTS

Staff requiring keys for offices, buildings, filing cabinets, etc., must fill out the Lock Change and Key Requisition form and obtain a signature from the authorized approver in their department. Send the signed requisition form to the Facilities and Operations Maintenance Desk.

##### b. KEY MANAGEMENT (LOST, STOLEN, BROKEN, DAMAGED, REPLACEMENT)

- Any keys lost must be reported immediately to Protective Services, and Director, Building Operations.

- In the case of Ancillary Services, all lost, stolen, or damaged keys must be reported to the Facilities Coordinator. New keys will not be issued until an incident report has been completed. Students will incur all costs associated with replacing cylinders or re-keying.

- Where a faculty or department requests the re-keying of an area or a building due to lost or stolen keys, and/or the re-keying of the area is deemed necessary by the Lock Shop due to lost or stolen keys, all re-keying costs will be incurred by the faculty or department.

- Where a key is broken in a door and replacement is necessary, the key will not be replaced unless both the blade and the head of the key are returned to the Lock Shop. If the broken blade cannot be extracted from the door, contact the Lock Shop. The exact location of the door and location of the key must be identified. The Lock Shop will then recover the blade and replace the key.

- Obsolete, spare or unnecessary keys and parts of broken keys are to be returned to the Facilities and Operations Maintenance Desk or the Ancillary Services Facilities Coordinator who will ensure they are returned to the Lock Shop.

- Costs for locks and keys required for filing cabinets, desks, lockers, cupboards, display cases, padlocks, etc., are a departmental responsibility, and must be requested on the Lock Change and Key Requisition.

- Locks may not be changed by external locksmiths without the written permission of the Lock Shop.

##### c. KEY PRESS

- Should a faculty/department require a key press (lock box), they are to contact the Lock Shop, and one will be provided at no cost. Installation costs of the key press will be incurred by the faculty/department.

d. MASTER KEYS

- The issuance of master keys requires the approval of the Dean/Chair/Director for the area. Individual room keys can be approved and issued by the faculty/department's delegated authority (Administrative Professional Officer and Management and Professional Staff).

- Master keys are not to be removed from campus, stored in vehicles, duplicated or transferred. When not in use by the assigned individual, they are to be locked in the key press.

- In the case of Ancillary Services, master keys must be secured (by ring, chain or other connecting device) to the person responsible for them at all times. Master keys must be left on-site in a secured area at the end of a shift, unless otherwise authorized. All master keys must be signed out by the Facilities Coordinator or authorized delegate. Master keys may only be signed out for the area that staff is immediately working. Carrying multiple master keys is not allowed without proper authorization.

- Should a faculty or department lose a master key, the loss must be immediately reported to Protective Services. In conjunction with the Lock Shop, Protective Services and Risk Management will make the determination as to whether or not the facility/area needs to be re-keyed. All costs associated for the re-keying the area will be incurred by the Faculty/Department.

LOCKS:

a. LOCK CHANGES

All lock changes and key requests must be submitted to the Facilities and Operations Maintenance Desk, with the appropriate form completed (see Lock Change and Key Requisition). Lock change and key requisitions must be authorized by the Dean, department Chair, Executive Director, Director or delegated authority.

b. MAINTENANCE

- Facilities and Operations will review maintenance history of locks for each facility. On a priority basis, a facility could have its locks replaced to reduce maintenance calls. Should this occur, the costs for re-keying the facility will be incurred by Facilities and Operations.

c. RENOVATIONS

- When a large renovation is being carried out for a faculty/department, lock changes and keys will be charged to the renovation project, provided that they are requested initially by the Project Manager. Additional, and later requests, will be charged back to the requesting faculty or department.

Any definitions listed in the following table apply to this document only with no implied or intended institution-wide use. [\[▲Top\]](#)

<b>Master Keys</b>	A key that opens several different locks.
<b>Contractors / Consultant</b>	As defined means a person, partnership or group of persons who, through a contract, an agreement or ownership, directs the activities of

one or more employers involved in a work at a work site.

## **FORMS**

Should a link fail, please contact [uappol@ualberta.ca](mailto:uappol@ualberta.ca). [[▲Top](#)]

[Lock Change and Key Requisition](#)

[Annual Key Permit](#)

## **RELATED LINKS**

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There are no related links for this Procedure.