F&CS Key Management Policy
Wake Forest University

Purpose

This Key Management Policy is intended to support the security of Wake Forest University facilities, property, and individuals who use and occupy such facilities.

This policy is organized as follows:

A. **Responsibilities:**
- General
- Lock shop
- Department Key Proxy
- Faculty, Staff & Students-Employee
- Students

B. **Process:**
- Key Request
- Spare and Student Employee Keys
- Key Replacement - Lost or Stolen
- Key Replacement - Damaged
- Access Related Issues
- Affiliate and/or Non-University Employee Keys
- Key Return

C. **Key Audit:**
- Annual Protocol

POLICY REQUIREMENTS

A. **Responsibilities**

General
- Keys to Wake Forest University facilities (hereinafter, "keys") are at all times the property of Wake Forest University.
- Keys may not be duplicated by faculty, staff, students, or any third party other than the University Facilities and Campus Services (F&CS) Lock shop.
- Department Key Proxies are responsible for keeping an accurate record of keys issued to members of the Proxy's department and for submitting a record when requested during the annual key audit.
- Department Chairs/Heads are responsible for final approval of all key requests for faculty and staff in their department.
- The Lock shop is responsible for creating and maintaining the university lock and key software system, including software systems, service equipment and product standards.

Lock shop
- Oversee the policy, procedures and plans that govern the lock and key control system for the University.
- Maintain master keys and related hardware and documentation.
- Comply with fire code requirements regarding keys and locks.
- Issue keys with properly signed documentation Key Request Form as requested by the Department Key Proxy.
- Maintain database of information regarding the University key control system.

- Provide all lock and key services, including but not limited to, making, and issuing keys, rekeying locks, replacing and/or repairing locks and related equipment, opening locks, and stocking necessary hardware and supplies.
- Lead and schedule annual key audit and provide existing key records to departments for verification and update all changes into the database as needed.
- Provide door and lock hardware specifications, key hierarchy, and standards for use in all construction and renovation projects. Review construction documents to verify products meet F&CS design guideline standards.
- Responsible for determining whether students and temporary assignments may be granted access to key boxes.

Department Key Proxy
- Serves as liaison for their department on all major lock and key matters including but not limited to, Department Chair/Head updates, lost/stolen keys, new requests, audits, and maintenance requests.
- Serve at the point of contact for the annual key audit for their department.
- Request reports (Building level – keys associated to door numbers) or (Department level – person associated to keys) necessary to help manage keys assigned within their department.
- Responsible for immediate notification of lost or stolen keys via phone call to F&CS Customer Service (336.758.4255) and follow up email to Lock shop Manager (mayberma@wfu.edu).
- Responsible for granting access to key box for students or temporary assignments as approved by the Lock shop.

Faculty, Staff & Student-Employees
- Responsible for completing the Key Request Form, providing proper signatures, and picking up all keys authorized for their use.
- Responsible for the appropriate use, care, and control of all keys assigned for their use.
- Responsible to only use keys for their official University responsibilities and for the purpose for which key access was authorized.
- Responsible for responding to their Department Key Proxy as requested during annual audits (annual) by verifying and reporting all keys assigned for their use.
- Responsible for immediately reporting any lost, stolen, or damaged keys to the Department Key Proxy.
- Will follow proper approval and record keeping procedures for requesting and returning keys to ensure integrity of key management policy (i.e., no departmental transfer of keys).
- Faculty and staff will return keys along with the Key Return Form to their Department Key Proxy at the conclusion of their employment (Department Key Proxy will return keys to F&CS Lock shop). In the event of an unforeseen circumstance that prevent an employee from returning a key, the Department Key Proxy and/or Department Chair/Head will make a reasonable effort to return keys to the F&CS Lock shop (if keys can't be returned, key replacement procedures will be followed).

Students
- Students are responsible for following the *guidelines of the Guide to Community Living GTCL Chapter 4 - Policies and Procedures - Office of Residence Life and Housing for Residence Hall Key needs.*

B. **Process**

Key Request
- Keys for use by faculty and staff will be distributed based on the individual's official university responsibilities and authorized use as determined by the F&CS Lock shop, Department Key Proxy, and Department Chair/Head.
- Keys for use by students will follow the guidelines of the *Guide to Community Living GTCL Chapter 4 - Policies and Procedures - Office of Residence Life and Housing for Residence Hall Key needs.*
- Key requests will be properly authorized by signature before issuing and shall only be issued by University F&CS Lock shop.
- Faculty and staff will access the F&CS website, complete the Key Request Form, print the form, and obtain authorization signatures from the department chair or key proxy. Upon completion of the key request form, F&CS Lock shop will issue the assigned key(s).
- Individuals will be issued only the number of keys needed for each authorized access (office, suite, storage room, etc. only).

Spare and Student-Employee Keys
- Will be limited to one (1) Department Master for emergency use only.
- Student-employee keys will be kept in the key box within each building.
- Access to the key box will be granted by permission of the Lock shop and requires use of the approved individual's WFU Deacon One card. All keys in the key box are required to be scanned out and returned daily. The Office of Physical Security Technology will be responsible for submitting daily reports to the Lock shop to evaluate compliance with this requirement.

Key Replacement: Lost or Stolen
- Areas within facilities affected by a lost or stolen key will need to be rekeyed.
- Department Key Proxy and/or Department Chair/Head will be notified, and the departmental budget will be charged for the cost of rekeying.
- Replacement and rekeying costs are as follows:
   - $35 to per core
   - $18 per key
   - cost includes material and labor
- **Note**: Affiliate and non-University Employee individuals or organizations will be charged the cost of rekeying when rekeying occurs due to a lost or stolen key by the affiliate or non-University employee.

Key Replacement: Damaged
- Keys that have been damaged or are not working properly must be returned to the Department Key Proxy and/or F&CS Lock shop. A work order request must be submitted, preferably by the Department Key Proxy, to complete the key replacement process.

Access Related Issues
- Individuals with an access related issue must request assistance from University Police who are authorized to provide access to University buildings. (See University Building Access Policy.)
- If a WFU student, faculty, or staff member has an access issue, they should contact University Police at 336-758-5591.

Affiliate and/or Non-University Employees Keys
- Building access will be via keys that are located within the key box for the designated areas. Affiliates and non-University employees must be authorized by the departmental liaison (i.e., Director, Asst Dir or Manager) to whom the contractor is reporting to while on campus.
- Key requests for affiliates and non-University employees must be by an approved departmental liaison (i.e., Director, Asst Dir or Manager).
- University owned keys are required to be scanned out and returned daily to the designated area
- F&CS Lock shop will verify daily that Affiliate or non-University employees have returned all keys and validate the continued need of the keys. The Office of Physical Security Technology will be responsible for submitting daily reports to the Lock shop to evaluate compliance with this requirement.

Key Return
- Individuals must complete the Key Return Form, print the form, and return it with the key to the F&CS Lock shop.
- Department Key Proxies are authorized to return keys on the individual's behalf.

Chain of Custody
- Key Request: Key Request Form
  - Key request to be filled out by Key Proxy for employee
  - Request form is sent to Custom Service
  - Customer Service creates a Work Order
  - Customer Service assigns to either the Lock shop Manager or Foreperson
  - Key Request/Work Order is completed by Lock shop
  - Lock shop enters information into Simple K (Key software)
  - Employees must pick up and sign for key at customer service desk
- Key Return: Key Return Form
  - Employee returns key to Proxy
  - Key Proxy fills out key return form and mails to Customer Service with key
  - Customer Service creates work order
  - Customer Service assigns to either the Lock shop Manager or Foreperson
  - Key Request/Work Order is completed by Lock shop
  - Lock shop enters information into Simple K (key software)
  - Key is picked up from customer service by Lock shop

C. **Key Audit**

Annual Protocol
- Lock shop will lead and coordinate an annual university wide key audit.
- Lock shop will issue quarterly department level audit reports to indicate current allotted keys assigned to individuals within each department.
- Department Key Proxies will be required to validate the physical keys for each individual within their department. Key Proxies will be expected to return an updated Key Audit Report to the F&CS Lock shop within the requested time frame.
- F&CS Lock shop will update the database to reflect all changes submitted by the Department Key Proxies.
- F&CS Lock shop will be responsible for maintaining the database and to provide audit reports to senior leadership upon request.
- **Note:** RLH has an independent key policy and procedure for residential keys. (*Guide to Community Living GTCL Chapter 4 - Policies and Procedures*)