A. Purpose
In order to protect Niagara College assets and to ensure authorized access to facilities, it is the policy of the College to maintain a unified access program throughout all College sites, ensuring the highest security standards in the protection of site facilities and to create a safe working environment by restricting access through the issuance and control of key(s) related to the operation of College facilities.

B. Scope
To provide a high security keying program encompassing the maintenance of all locks, issuance of security key(s), tracking, auditing and retrieval of system keys to ensure the integrity of the keying program, as well as building access.

C. Definition
Department Head: Any College staff member that represents their department on the COG committee.

D. Management Structure
The Facilities Management Services (FMS) Director, or his/her designate, is the sole approving authority for the production, issuance, tracking, auditing, retrieving and logging of key(s) or the alteration/installation of lock(s). He/she will oversee all record keeping and storage of non-issued key(s), including the report auditing of all departments.

The Campus Security Services Manager, or his/her designate, will work with the FMS Director and the College’s Human Resources department to organize the ‘front-desk’ processes of issuing and retrieving key(s).
E. Reporting Structure

The FMS Director will manage the day-to-day keying program. This daily operation and management is based on the established access system as indicated in this policy. The FMS Director, or his/her designate, is required, utilizing the key management software, to report any deficiencies to the Vice President, Corporate Services. These reports will include any urgent or substantial issues related, but are not limited to:

- Key(s) issuance
- Lost/stolen key(s) status
- Request for key(s) changes
- Key(s) design changes
- Failure to return key(s) upon request or departure from the College

F. Key Holder Accountability

- All College key(s) will remain the property of the College. The proper use and care of an issued key(s) is the responsibility of the individual to whom the key(s) is issued.

- College key(s) are not to be copied, loaned or transferred. The alternation of College key(s), lock(s) or mechanisms is prohibited.

- A Dean/Director, or his/her designate, will request the issuance of a key(s) by completing a Niagara College Key(s) Request/Replacement form. The form is to be forwarded to the FMS Director.

- Any faculty, staff or other authorized individual obtaining a key(s) must agree to the terms of issuance and sign the Niagara College Key(s) Authorization Agreement.

- Any faculty, staff or other authorized individual seeking to obtain a key(s) must attend in person, with Niagara College photo identification, to the Security Administration Office and sign a Niagara College Key(s) Authorization Agreement. Those departments that reside on the NOTL campus will attend the Campus Security Services office to sign a Niagara College Key(s) Authorization Agreement.

- College key(s) are to be rendered upon request and returned to the Campus Security Services Manager, or his/her designate at the Security Administration Office if retirement, transfer, termination or separation from or within the College occurs. The Dean/Director, or his/her designate, will be responsible for overseeing this process and to rectify any associated costs through their department budget depending upon the status of the situation or the key(s) entry level. The Campus Security Services Manager, or his/her designate, will issue the Dean/Director, or his/her designate, with a receipt for the key(s) returned.
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- Lost or stolen key(s) must be immediately reported and must not exceed a 12-hour period. Employees suffering the loss or theft of a key(s) must advise their Dean/Director, or his/her designate, in writing and attend the Campus Security Services office in person to complete an occurrence report. The Dean/Director, or his/her designate, will request the issuance of a replacement key(s) by completing a Niagara College Key(s) Request/Replacement form, which is to be forwarded to the FMS Director or his/her designate, to receive a replacement. On a yearly basis a report outlining lost or stolen key(s) will be issued to the Vice President, Corporate Services.

- Departments will be held responsible for the cost of re-keying the College premises due to lost or stolen key(s).

- Damaged and found key(s) must be delivered to the Security Administration Office. The Dean/Director, or his/her designate, will request the issuance of a replacement key(s) by completing a Niagara College Key(s) Request/Replacement form by completing a FMS request form for a replacement key, which is to be forwarded to the FMS Director or his/her designate, to receive a replacement.

- Any malfunctioning lock(s) must be reported to FMS and/or to Campus Security Services (after hours). College lock(s) must not be replaced with non-College-issued lock(s) without permission from the FMS Director. Any lock(s) replaced without authorization will be removed and a charge to the department will be made for costs related to the removal.

- As required, the Dean/Director, or his/her designate, must complete a Request for Lock(s) Change form and forward it to the Security Administration Office. The Campus Security Services Manager, or his/her designate, will forward a copy to the FMS Operations Manager. Upon completion of the lock(s) change, the FMS Operations Manager will notify the Campus Security Services Manager, or his/her designate, in writing, and provide any new key(s) for issuance. The prescribed process for key(s) issuance will occur.

- At any time the Campus Security Services Manager, or his/her designate, has the authority to demand that key(s) are returned in order to protect the integrity of the keying management program.

- No one, with the exception of authorized Security or Police personnel, will be issued or possess a Grand Master Key/Master Key(s) without the written permission of the Vice President, Corporate Services that clearly outlines the specific usages, related responsibilities and an expiry date. A copy of this document will be forwarded to the FMS Director and the Campus Security Services Manager.

- At no time will a Grand Master Key/Master Key(s) leave campus property.

- Adherence to this access control policy is mandatory.
G. Key Requests

All employees requiring a key(s) must complete the Niagara College Key(s) Request/Replacement form and submit it to their immediate Supervisor, who will indicate the justification, sign form and send it to the appropriate Dean/Director, or his/her designate, for authorization. It is the responsibility of the signing authority to inform the employee when a request is declined.

The Dean/Director, or his/her designate, approving the issuance of a key(s) will forward the completed Niagara College Key(s) Request/Replacement form to the FMS Director, or his/her designate, for approval.

Should the FMS Director decline the request, the reason(s) will be indicated on the form and returned to the appropriate authority. If the FMS Director approves the request and it is necessary for a key(s) to be cut, a work order will be prepared and submitted to FMS by the requestor. The FMS Director, or his/her designate, will verify the key(s) and then arrange pick up through the Security Administration Office by the requestor or designate (only the President, Vice-Presidents, Directors or Deans may assign a designate), who will sign an acknowledgement form upon receipt of the key(s). Key(s) must be picked up within five days of notification.

The FMS Director, or his/her designate, is required, prior to issuance of key(s) to update the computer information of whom the key(s) have been assigned to or transferred.

External Issuance: The issuance of key(s) to an external source, such as a contractor, is to be approved by the FMS Director or his/her designate. The external source must sign an acknowledgement of the key(s) and accept the cost of replacing key(s) if lost or stolen. The external source must complete the Niagara College Key(s) Request by External Source form and forward it to the Security Administration Office where upon receipt of the key(s), the acquiring individual will sign acknowledgement.

H. Key Distribution

Individual Key(s): opens one lock; distribution to all staff that need access to one to six areas within a department’s jurisdiction

Department Sub Master Key(s): opens some of the locks of one area of a department; not for distribution

Department Master Key(s): opens all locks of all areas of a department; not for distribution

Building Master Key: opens all the locks of all the departments with a building; not for distribution. Use is limited to authorized personnel.

Exterior Master Key: opens all the locks on all exterior doors of all the buildings of a campus; not for distribution. Use is limited to authorized personnel.
Grand Master Key: opens all locks; not for distribution. Use is limited to emergencies.

Control Key: is used to remove the core of a lock on all locks; not for distribution. Use is limited to locksmith repairs.

I. Storage and Auditing
The FMS Director, or his/her designate, shall establish and manage secure facilities, a key management database and procedures for the storage, inventory and cutting of all key(s). All software data must be properly maintained and updated as required to maintain accountability for all key(s). Auditing of the software will be done to ensure integrity with created managed entry points.

Approved key requests will be cut and delivered to the area designated by the Campus Security Services Manager for the issuance of all keys. The Campus Security Services Manager shall establish secure facilities and procedures for the temporary storage and issue of all keys.

Individuals in violation of the security protocols at any entry point will be subject to an operational review by Campus Security Services and/or their Direct Supervisor and will have denied access status until such time as violations are corrected. The results of all required operational reviews shall be reported to the FMS Director within one business day.

J. Key System Changes
Any keying changes to the master key system or renovations to the facility which will require new locking hardware shall be processed through FMS. No individual may change any key(s) or lock(s) at any College facility without consent from the FMS Director or his/her designate.

K. Maintenance
The FMS Director, or his/her designate, shall maintain and service the keying system.

L. Key Management Software
The software is the central management for control and issuance of any key(s). An individual will be designated by the FMS Director to act as the Software Manager. This individual will process all key(s) requests and distribute key(s) in accordance with the management policy. The Software Manager is also required to process requests from Human Resources or the department responsible for all individuals leaving the College and have a timely report of all individuals to allow the retrieval of key(s) before departure and process the re-registration of those key(s) in the software.

Electronic access to the key management software will be made accessible to the FMS Director or his/her designate.
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M. Key Production
Security and registered key production is restricted to FMS and production shall be restricted to Niagara College, unless otherwise approved.

N. New Construction/Additions
All system cylinders used at the College facilities must be supplied through the approval of FMS in conjunction with the architectural criteria required in the new construction.

Related Policies

- Electronic Access Key(s) and Systems (under development)
- After-Hours Access to College Buildings

Related Documents

- Form: Key(s) Authorization Agreement
- Form: Key(s) Request/Replacement Form
- Form: Key Return Form
- Form: Request for Lock(s) Change (in progress)
- Form: Key(s) Request by External Source (in progress)