UC Merced Policy and Procedure Manual

Facilities Management, Lock & Access
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I. Purpose

This section outlines policies and procedures for issuing and controlling keys and electronic access control cards (access cards) for campus facilities. Heads of units located off campus are responsible for maintaining their key and access card control systems consistent with the intent of this policy for facilities under their jurisdiction.

II. Policy

A. Unauthorized fabrication, duplication, possession, or use of keys to premises owned by the University of California is a crime (State of California Penal Code, Section 469) and is a violation of UC Policies.

B. Facilities Management Lock & Access is responsible for authorizing, purchasing, and maintaining key control and access card systems on a standardized basis for all campus facilities, with the following exceptions:

1. Hardware purchase and installation may be performed by on-site contractors under the direction of Design and Construction Management or Facilities Management and must comply with state and local building codes and UCM campus standards.

2. The Director of Student Housing, acting upon behalf of Facilities Management, is responsible for key control systems for campus student housing apartments and residence halls.

C. To assure compliance with applicable fire and life safety codes, special security locks, padlocks, keys, and access card systems for buildings or rooms shall be permitted only upon approval by both the UCM Campus Fire Marshal and Facilities Management Lock & Access. Non-University standard locks, keys, or access card systems are not permitted, nor may approved locks or access card systems be changed without prior approval of Facilities Management Lock & Access.

III. Roles and Responsibilities

A. Facilities Management is responsible for the following:

1. Maintaining, updating and auditing the Facilities Management entry point database consisting of:

a. Department key control manager information

b. Key/access card issue and return records

c. Campus key systems

d. Door assembly information

2. Fabrication and issue of all keys to University representatives.

3. Storage and security of Great Grand Master and Grand Master keys

Great Grand Master and Grand Master keys must be stored in lock boxes located at the Facilities Management Lock Shop. Remote storage may be approved, providing the key storage units meet the following criteria:

   a. Must be approved by Facilities Management.

   b. Location must be alarmed and key storage unit must have real time monitoring.

   c. Must be located within a secure University occupied structure.

   d. Keys shall be returned to a secure key storage unit at the end of day/shift.

B. Departments or organizations assigned space in a building are responsible for issue and control of keys and access cards to their assigned spaces.

   1. Department heads authorize the issuance of keys and access cards only as necessary and in accordance with the eligibility criteria as identified by Facilities Management Lock & Access. In addition to employees, others who are affiliated with a University-sponsored program or in a contract relationship with the department may be issued keys or access cards as approved by the department head.

   2. All keys and access cards must be recovered from students, faculty, staff, and affiliates who no longer need access to secured areas.

   3. Unassigned keys and access cards must be stored in a locked receptacle kept in a secured area.

   4. The department must maintain accurate inventory records of all keys and access cards. The records must include the total number and types of keys and access cards issued by Facilities Management Lock & Access, the total number and type of keys and access cards assigned to each individual (including the individual's signature and dates of issue, return, or loss), and the total number and type of keys and access cards unassigned.

   5. The department head should assign one person the responsibility to maintain key and access card inventory records and to manage the physical inventory of keys and access cards.

   The name and contact information of the assigned person and their backup and any changes in this capacity must be sent to Facilities Management Lock & Access (fmhelp@ucmerced.edu).

   6. The department head must separate duties for verification by assigning, to another person, the responsibility of verifying that the department's physical key and access card inventory reconciles to the department's key and access inventory records for numbers and types issued and not issued. .

C. Individuals must report loss (including the failure of transferred or terminated employees or affiliates to return keys and access cards issued to them) or theft of keys and access cards to their department head/key control manager, as soon as possible but no later than the same day that the loss or theft was identified.

D. Internal Audit Services and Facilities Management Lock & Access may conduct periodic audits of departmental key and access card control records.

IV. Procedures

    A.   Key/access card orders

        a.   Departmental requests for keys or access should be electronically submitted by the authorizing department Management Services Officer (MSO), or MSO designated Key Control Manager, to Facilities Management's Help Desk, as an FM Help Access Request.

        b.   An individual's or periodic access requests need to be submitted with sufficient lead time to accommodate the individual's schedule; contact FM Help to advise of lead time requirements. The requestor is responsible for first confirming that the access card is valid through the CatCard office and authority for the space has been granted. Large / batch orders take significantly longer lead time; contact Facilities Management Lock & Access at the onset of the planning phases to determine lead time requirements for these requests.

        c.   Departmental requests for rekeying or lock changes, and changes to access control systems, are normally submitted by a Facilities Management work order; however, large jobs may require a requisition. Facilities Management Lock & Access updates access changes for emergency responders as necessary.

        d.   Work Order requests for special security locks, padlocks, keys, and access card systems must be accompanied by a written justification and approvals.

    B.   Key/access card issue, return, and loss

        1.   Key/access cards that are no longer needed by the department must be returned to Facilities Management Lock & Access

        2.   The department must report lost or stolen keys and access cards via FM Help, as soon as possible, but no later than the same day that the loss or theft was identified. Theft of keys must also be reported the Campus Police Department.

        3.   Any lost/stolen key or rekeying due to lost/stolen keys is the responsibility of the department.

        4.   Facilities Management Lock & Access coordinates Lost Key/Access reports with the Police Department and recommends lock or access card changes where security is affected.

    C.   Costs

        1.   The first issue of keys and access cards for spaces in a new building or newly assigned space will be furnished by Facilities Management Lock & Access to departments, with the cost borne by the capital project or departmental relocation account as applicable.

        2.   Costs for additional keys/access cards, and rekeying lock cylinders will be charged to the requesting department.

        3.   Departments that consider a fee deposit necessary for the management of key security may collect a refundable key deposit from occasional users of keys.

            a.   The deposit must be applied consistently to all occasional users.

            b.   The deposit may not be collected from faculty and staff employees associated with the department.

            c.   Departments collecting a key deposit from occasional users must maintain a current record of all deposits and associated users.

D.   Lock / Unlock Services

    1.   Locking / Unlocking of offices is the responsibility of the department assigned to that space. The authorizing department head or Key Control Manager can contact Facilities Management to provide quotations for remote access solutions. Any costs are borne by the department.

    2.   Facilities Management may be able to provide unlocking services if personnel are available; there is no guarantee of service. Requestor must provide photographic identification to confirm occupancy of the office. The service is billable; submit the request via email (FMHelp@ucmerced.edu) with an FAU to provide the service.

IV.   Further Information

For further information on keys and access cards or for assistance with a departmental key/access card control system, contact Facilities Management FM Help.

V.   References and Related Policies

A.   California Penal Code 469

B.   UC Policies Applying to Campus Activities, Organizations, and Students; Section 100, Policy on Student Conduct and Discipline.