

# Northwest Missouri State University

## Policy and Procedures Manual

**Chapter** Environmental Services

**Section** Key Procedures

### **I. Purpose**

The Key Procedure was designed to establish and implement effective key controls that will help provide a safe and secure environment; provide legitimate access for all University personnel; establish issuing authority; and establish “key” procedures for termination, resignations, etc.

### **II. Procedure**

#### **A. Definitions of Terms**

Academic Grand Master Key – A key that opens all locks in all non-housing buildings and designated mechanical locations within housing.

Housing Grand Master Key – A key that opens all student room locks, offices, and storage rooms within housing.

Building Master Key – A key that opens all locks in one building.

Sub-Master Key – A key that opens a series of locks in one building.

Electronic Access Credential – Programmable electronic key/fob/card.

#### **B. Issuance**

1. The appropriate dean, designated director, or Northwest Leadership Team member must authorize the issuance of any key or electronic access credential with a signed Key Authorization Form.
2. No duplicate keys will be issued without written authorization from the President.
3. Building Entrance Key requests must be supported by appropriate written rationale citing the person’s need for access during periods of time when the building will be closed.
4. Building Master keys and Sub-master keys will be issued to appropriate staff as determined by the NLT. These keys are for use in the areas directly related to their employment responsibilities.

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5. Grand Master keys must remain on campus and be checked out and returned on a daily basis. All access to electronic key storage cabinets must be authorized by the appropriate dean, designated director, or NLT member.
6. Academic office or classroom keys/electronic access credentials can be issued to students.
7. Special needs or other situations will be reviewed on an individual basis and will be approved by the appropriate NLT member.

### C. Responsibilities

1. Person(s) receiving key(s) and or electronic access credential(s) authorized by the appropriate dean, designated director, or NLT member must pick up and sign for keys in the Environmental Services Office.
2. Northwest Students residing on campus must sign for their designated room key and electronic access credential upon issuance at check-in to their assigned residence hall. All other University keys and credentials accompanied by appropriate written authorization must be picked up and signed for in the Environmental Services Office.
3. Key(s) and Electronic Access Credential(s) are not to be loaned to anyone.
4. Any costs incurred due to lost or stolen keys/electronic access credentials will be billed to the responsible person who lost the key(s). A minimum charge of \$50 will be applied for replacement cost of the key and re-coring of the lock. Additional charges may apply to the loss of any master key as determined by the NLT.
5. **Lost keys or stolen keys** signed for through Environmental Services should be **immediately reported** to University Police [ext.1254] or (660) 562-1254.
6. Any lost or stolen residence hall room key or electronic access credential should be reported immediately to the front desk or Residential Life staff of the assigned building for replacement.
7. Broken or worn keys must be returned to Environmental Services or Residence Hall front desk prior to the issuance of a replacement key.
8. Upon retirement, resignation, termination, or transfer of an employee, all keys and electronic access credentials must be returned to the Environmental Services office. All keys/electronic access credentials not returned will be charged to the former or transferred employee's account.
9. **The President Must Approve Any Exception To The Key Procedure.**

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### **D. Door Procedure for Environmental Services Employees**

The Environmental Service Department employee is many times approached to unlock doors for different individuals. It is imperative we have the appropriate approval before opening the area.

1. Should someone ask for entry to any area to return an object, you need to stay until the person leaves.
2. No one will be given access to a locked workspace without the authorization of that department's administrator or The University Police Department [ext.1254].
3. If entry has been authorized and made, record the date, time, room number and name of the person you allow entry and turn into your supervisor at end of shift.
4. Student room doors in Residential Life areas are not to be opened by any Environmental Service Employee unless directed by your supervisor.
5. If locked out, students in University housing are to follow Residential Life lock out procedure. They are to contact their front desk or Residential Life Staff to gain access to their room.
6. Any Environmental Services employee entering a student living space while residents are not there is to fill out and post a Maintenance Service Notice. This will state, "An authorized employee for Northwest Missouri State University was here".