

PM 09-03 (revised 8-1-08, 09/02/09, 04/12/11, 07/21/11)  
President Mildred García

**CALIFORNIA STATE UNIVERSITY, DOMINGUEZ HILLS  
KEY CONTROL POLICY AND PROCEDURES  
[Supersedes PM 82-23, dated 8/3/82]**

### **Preface**

In an attempt to both clarify and strengthen the area of key control, the University will periodically review and revise its policy and procedures relating to key control.

Access to facilities is essential to the smooth operation of the University, but this access also implies an equally critical concern for the security and integrity of those facilities and their contents. Integral to both concerns is a well defined and workable key control (issuance and return) policy and the necessary procedures to implement and enforce it.

The need for a formal, modified key control policy for CSUDH has long been recognized. This need is now critical due to the growth in terms of size and complexity of our operations and to the economic reality of increasing fiscal constraints (which may impair our ability to replace or repair assets on a timely basis). Moreover, as a state-supported institution, CSUDH recognizes its commitment to the preservation and protection of its assets and to the maintenance of confidentiality of certain records and documents held in public trust.

The foregoing needs, concerns, and impacts have provided the framework and rationale for the key control policy and procedures that follow.

### **Policy and Procedures**

#### **1. Purpose**

The purpose of these policies and procedures is to establish and coordinate a workable, campus-wide, key control program.

To promote cooperation from all university personnel to enhance the security of all University structures without sacrificing access needs.

To inform the campus that University keys are State property and must be returned upon demand by authorized administrators.

That University keys will not be transferred, loaned, or used by anyone other than the person to whom the keys were issued, unless specific authorization has been granted by the Vice President, Administration and Finance.

That it shall be the policy of the University to permit access to its facilities only to eligible persons based on a rationale of need and justification in order to preserve and secure its assets and confidential records.

To inform the campus that Physical Plant and the Physical Plant Lock Shop are deemed by the University to be the custodian of all University keys, and key checkout and return records.

That duplication of University keys by individuals other than the University locksmith is prohibited by law.

## **2. Types of Keys Issued**

The Physical Plant Lock Shop will issue (6) six different types of keys, either a standard door key or FOB as follows:

1. Great Grand Master
2. Building Master
3. Area Master
4. Building Entrance
5. Change Key
6. Miscellaneous Keys

### **1. Great Grand Master Keys**

The Great Grand Master (GGM) key, with few exceptions, will permit access to the total University complexes. The issuance of Great Grand Master keys will be tightly controlled to maintain campus-wide security. The issuance of these keys shall be based upon demonstrable need and justification due to the wide access provided by the key. The loss or theft of this key, which permits access to the total complex (with some exceptions), would seriously undermine the security and safety of this institution. In order to assure demonstrable need, any request for a Great Grand Master key must be accompanied by a statement of justification attached to the University Key Request Form, which must be signed by the appropriate Dean/Administrator and Vice President. The request shall then be reviewed and approved by the Vice-President for Administration and Finance.

### **2. Building Master Keys**

The Building Master key, with few exceptions, will permit access to an entire building. The issuance of Building Master keys will be tightly controlled and shall be based upon demonstrable need and justification due to the wide access provided by the key. The loss or theft of this key, although not as serious as that of the GGM, nevertheless carries great security implications. In order to assure demonstrable need, any request for a Building Master key must be accompanied by a statement of justification attached to the University Key Request Form, which must be signed by the appropriate Dean or Administrator. The request shall then be reviewed and approved by the Director of Physical Plant.

### **3. Area Master Keys**

The Area Master key will permit access to certain areas of a building created by the University Lock Shop at the request of a Dean or Administrator. The issuance of Area Master keys will be tightly controlled and shall be based upon demonstrable need and justification due to the wide access provided by the key. The loss or theft of this key, although not as serious as that of the GGM or Building Master, nevertheless carries great security implications. In order to assure demonstrable need, any request for an Area Master key must be accompanied by a statement of justification attached to the University Key Request Form, which must be signed by the appropriate Dean or Administrator. The request shall then be reviewed and approved by the Director of Physical Plant.

### **4. Building Entrance Keys**

The Building Entrance key will permit entrance into a specific building only. The issuance of these keys should be based on a need to access a specific building during off hours. Requests and approvals for these keys must be made on a University Key Request Form by an appropriate Dean, Administrator, or Director. The request shall then be reviewed and approved by the Director of Physical Plant.

### **5. Change Key**

The Change key will permit access to a specific room only. Issuance of these keys should be based on a need to access a specific room only. Requests and approval of these keys must be made on a University Key Request Form by an appropriate Dean, Administrator, or Director and shall be reviewed and approved by the Director of Physical Plant.

### **6. Miscellaneous Key**

Miscellaneous keys will permit access to such items as desks, file cabinets, storage cabinets, equipment, vehicles, elevators, furniture, locking devices and other miscellaneous items. Issuance of these keys should be based on a need to access the specific piece of furniture or equipment. Request and approval of these keys must be made on a University Key Request Form by an appropriate Dean, Administrator, or Director and shall be reviewed and approved by the Director of Physical Plant. When a determination has been made that it would not be practicable to issue miscellaneous keys to multiple employees, the Department Head can set up a key cabinet with various miscellaneous keys that is kept locked at all times, and only available to authorized personnel. In addition to the locked cabinet, a log must be maintained to account for the use of the keys and procedures must be communicated to department employees that will have access to the cabinet. The department will also be responsible for fees to replace lost or stolen keys.

## **3. Custodian of Keys and Records**

Physical Plant and the Physical Plant Lock Shop are deemed by the University to be the custodian of all University keys, and key checkout and return records.

If discrepancies arise between Physical Plant Lock Shop records and other records, the Physical Plant Lock Shop records of keys checked out and/or returned will be deemed official.

#### **4. Request and Issuance of Keys**

Keys are issued to University personnel to aid and assist in the performance of their assigned duties. The University will institute appropriate investigation and take appropriate action when allegations of unauthorized use of University keys are reported. All unauthorized keys must be returned to University Police or Physical Plant Lock Shop immediately.

- a. Deans or Administrators shall review and approve (sign) all requests for keys to areas under their purview prior to submitting a University Key Request Form to Physical Plant. In addition to the Dean or Administrator's authorization, requests for Great Grand Master keys must have the Vice President's approval with a statement of justification. Deans or Administrators are authorized to request Building Masters and Area Masters with a statement of justification. The issuance of these keys shall be based upon demonstrable need and justification due to the wide access provided by the keys. Building Entrance, Change, and Miscellaneous key requests do not require a statement of justification, but are only allowed for areas under the respective Dean or Administrator.
- b. Directors shall review and approve (sign) all requests for keys to areas under their purview prior to submitting a University Key Request Form to Physical Plant. Directors are **not** authorized to request Great Grand Masters, Building Masters, or Area Masters. Directors are only able to authorize Building Entrance, Change, and Miscellaneous keys under their purview.
- c. All requests for keys shall be made via a "University Key Request Form" (BA 0024 rev. 8/08) which is available on Physical Plant's website: [http://www.csudh.edu/admfin/physical\\_plant/physical\\_plant\\_key\\_request.pdf](http://www.csudh.edu/admfin/physical_plant/physical_plant_key_request.pdf).
- d. Requests for Great Grand Master Keys:  
Requests for GGM keys shall be reviewed and approved by the Vice President for Administration and Finance. Each request must be made on the standard "University Key Request Form" (BA 0024 rev. 8/08) and must contain a statement of justification signed by the appropriate Dean/Administrator and Vice President. This authority is not to be delegated. The request and justification are to be forwarded directly to the Vice President for Administration and Finance for review and approval.
- e. Requests for Building or Area Master Keys:  
Requests for Building or Area Master keys shall be reviewed and approved by the Director of Physical Plant. Each request must be made on

the standard “University Key Request Form” (BA 0024 rev. 8/08) and must contain a statement of justification signed by the appropriate Dean or Administrator. This authority is not to be delegated. The request and justification are to be forwarded directly to the Director of Physical Plant for review and approval.

- f. Request for all keys other than the Great Grand Master, Building Master, and Area Master. In order to provide continuity and systematic control, requests for all keys other than the Great Grand Master, Building Master, and Area Master shall be submitted to the Director of Physical Plant for final review and approval. The decision to approve a request shall be based solely on demonstrative need and security considerations. In the event of a disagreement, an appeal may be made to the Associate Vice President, Administration and Finance.
- g. Students and student assistants shall not be issued keys. Exceptions shall be made, however, in those rare instances of demonstrable need. In the case of the exception, students may only be issued a Change key. No student will be issued a Great Grand Master, Building Master, or Area Master Key.

Request to issue a student a key must contain a statement of justification attached to the University Key Request Form and signed by the appropriate Dean or Administrator. The request shall then be reviewed and approved by the Director of Physical Plant.

The department requesting the key is responsible for informing the student of the return policy.

Upon final approval, a key will be provided to the student after he/she makes a \$10.00 refundable deposit at the Cashier’s Office for each key requested.

Once the deposit has been made, the student must attach the cashier’s receipt to the University Key Request Form and submit to Physical Plant. Keys will be issued for the current academic year and students must return the key to University Police or Physical Plant within (10) days after the last day of final examinations for the spring semester. Keys returned after this deadline will be subject to forfeit of the original deposit.

For pool keys, students are required to show proof that they still have the key to reactivate the key. Otherwise, the keys are removed from the electronic lock on August 15<sup>th</sup>.

- h. Keys may also be issued to contractors working on special university projects at the discretion of the Director of Physical Plant. Great Grand Master, Building Master, or Area Master Keys shall not be issued. The contractor must put on deposit a refundable charge of \$100.00 per key

with the cashier's office and take the receipt to Physical Plant as verification prior to the key being issued. In addition, a University employee must be assigned to the work of the contractor to insure that proper doors are opened, and that all doors opened are securely closed and locked upon completion of work. Upon return of the key, Physical Plant will prepare a request for reimbursement, and a check will be disbursed from Accounting Services and mailed to the contractor.

- i. In all cases, the individual to whom keys are issued shall be responsible for any fines or fees imposed for failure to return keys or for the costs incurred to replace or duplicate lost or stolen keys.
- j. No rubber stamp or facsimile signatures of approval will be accepted on Key Request forms.
- k. Campus Volunteers shall not be issued any keys.
- l. Keys may also be issued to special consultants working on special university projects for the time period of their contract. In such instances, a request to issue a special consultant a key must contain a statement of justification attached to the University Key Request Form and signed by the appropriate Dean or Administrator. Great Grand Master, Building Master, or Area Master Keys shall not be issued. Before a key can be issued, the special consultant must place a deposit a refundable charge of \$10.00 per key with the cashier's office and take the receipt to University Police as verification prior to the key being issued. Upon return of the key, the department authoring the key will prepare a request for reimbursement, and a check will be disbursed from Accounting Services and mailed to the special consultant.
- m. Retired Annuitants and Faculty Early Retirement Program (FERP) are not allowed to retain Great Grand Master, Building Master, or Area Master Keys when converting to a Retired Annuitant or Faculty Early Retirement Program (FERP). Instead, Building Entrance or Change keys should be issued as replacements and at the end of this assignment they should go through the employment separation process.
- n. Chancellor's Office employees may be issued a key under the loan option. In such instances, a University employee will be assigned the key that may be loaned to the CO employee. The University employee will be assigned responsibility to insure that proper doors are opened and all doors opened are securely closed and locked upon completion of work assignment.

## **5. Lost/Stolen Keys**

Responsibility for safe guarding keys rests with the person to whom they are issued. Prior to reissuing a new key, lost or stolen keys must be reported immediately to University Police which will require a signed statement from the

responsible party describing the details on how the key was lost or misplaced. A replacement fee for each key lost or stolen must be paid by the responsible party at the Cashier's Office prior to issuance of a replacement(s) or separation from the University. Requests for replacement of lost or stolen keys must be made to Physical Plant by submitting a key request form with a copy of the Cashier's receipt attached. The key request form must be signed by the appropriate administrator as outlined above. No charge shall be levied for replacing broken keys when all parts are returned to Physical Plant.

The fees for keys are:

Great Grand Master Key	\$50.00
Building Master Key	\$25.00
Area Master Key	\$25.00
Building Entrance Key	\$10.00
Change Key	\$10.00
Miscellaneous Key	\$10.00

If lost or stolen key(s) causes a need to re-key, the cost of re-keying will be charged to the department in which the responsible individual worked. (Please note: Re-keying for the Great Grand Master, or in some cases the Building and Area Master keys, the cost may exceed several thousand dollars.)

## **6. Key Distribution**

After approval of a key request, the individual to whom the key is to be issued will be notified by Physical Plant and instructed to pick up keys at University Police. The individual must sign for receipt of each key issued and will be required to show a University I.D. Card.

University keys shall not be transferred, loaned, or used by anyone other than the person to whom they were checked-out. An individual shall be issued only one key per lock at any given time. Under limited circumstances, justification for multiple keys to the same locks and loaning of keys to the Chancellor's Office employees will be considered by the Director of Physical Plant. Each request must be made on the standard "University Key Request Form" (BA 0024 rev. 8/08) and must also contain a statement of justification signed by the appropriate Dean or Administrator.

Keys not picked-up within (30) thirty days, will be retrieved and returned to the Physical Plant Lock Shop and the key request canceled.

Keys will not be issued to any person based solely as a matter of convenience.

Keys can be picked-up, returned or inquiries can be made at University Police, 24 hours per day, (7) seven days per week. Inquiries and returning keys can also be made directly to Physical Plant between the hours of 7:30 a.m. to 12:00 p.m. and 12:30 p.m. to 3:30 p.m. Monday through Friday, except holidays.

Duplication of University keys by individuals other than the University Locksmith is prohibited by law and is considered a misdemeanor (Reference California Penal Code, section 469).

## 7. Key Return

All keys must be returned to University Police or Physical Plant when no longer needed by the individual or as determined by the appropriate administrator, with the exception of when the employee is separating from the university.

In the event of separation of employment from the university, the employee's administrator shall view the assigned keys on the web site at [http://www.csudh.edu/admfin/physical\\_plant.shtml](http://www.csudh.edu/admfin/physical_plant.shtml) and notify the Human Resources Department of what key(s) the departing employee owes the university. The employee is required to return all keys issued to Human Resources.

If the Assistant Vice President of Human Resources discovers that the departing employee has not turned in their key(s), he/she will inform the employee's administrator or the division HR liaison who shall in turn request the keys from the departing employee.

If after the employee has departed and the Assistant Vice President of Human Resources discovers that the employee has not turned in their key(s), he/she will notify the employee via a letter that they are missing university property.

If after numerous unsuccessful attempts have been made to obtain the missing University property, the Assistant Vice President of Human Resources will notify the Associate Vice President of Administration and Finance who shall in turn meet with the affected vice president to determine the best course of action if needed, or elect to write off the missing property if under the circumstances the property cannot be obtained.

Employees who choose to return keys through University Police will not be able to have their key records cleared immediately because all records are maintained at Physical Plant. University Police will, however, forward returned keys on a daily basis, along with the following information to Physical Plant:

1. Employee name
2. Date key(s) returned
3. Number of keys returned by hook number.
4. Checkout sheet for clearance by Physical Plant (if applicable)

Employees will be given a signed receipt by University Police, which will include his/her name, date and keys returned.

Fees or fines related to lost or stolen keys as well as key deposits will not be imposed on individuals for miscellaneous keys if the keys are for central use, kept

in a locked cabinet and only available to authorized personnel. Instead, the department will also be responsible for fees to replace lost or stolen keys.

University keys are state property and must be returned upon demand by authorized administrators. The Vice President for Administration and Finance reserves the right to revoke a Great Grand Master, Building or Area Master if changes in the employee's position no longer requires this level of access.

In the event of transfers or reassignments of individuals between or within departments, employees are required to return all keys issued. New keys will need to be authorized by the appropriate administrator as described in Section four.

For employees required to return keys:

- a. An email will be sent to the HR Liaison by the University Lock Shop requesting a key (or keys) be returned.
- b. If keys are not returned, a second email will be sent to the HR Liaison with a copy to the appropriate Vice President.
- c. If after the second email is sent and the keys are still not returned, the HR Liaison will need to notify the AVP of Administration and Finance who shall in turn meet with the affected VP to determine the best course of action.
- d. Employees moving from one department to another may be required to return keys prior to issuing new keys.

The Vice President for Administration and Finance has the option to revoke a Great Grand Master or Building Master key if changes to the employee's position no longer requires these keys.

## **8. Requests for Re-Keying**

Requests for re-keying locks shall be approved only in situations of extreme security risk. Requests for re-keying of locks should be submitted for approval to the Director of Physical Plant on the standard "Physical Plant Work Request Form" (BA 0026 rev. 6/89).

In cases where re-keying is requested for departmental convenience, or as a result of improper key security or negligence, the requesting department will be required to pay for the re-keying costs. Physical Plant will work with University Police in defining cases involving improper key security or negligence and in providing assistance to departments in establishing proper key security procedures.

Should a lost or stolen key result in the need to re-key all or a portion of a building or buildings, the department to whom the person responsible for issuing the keys may be responsible for all re-keying costs.

Requests for rooms to be re-keyed and taken off the Great Grand Master will be considered, but only for reasons of extreme security or confidentiality. When the Great Grand Master is removed from any room, the campus police key will be added automatically.

Requests for rooms to be re-keyed and taken off the Building Master will be considered, but only for reasons of security or confidentiality. Please note: rooms taken off the Building Master will not receive normal maintenance such as custodial service.

## **9. Opening Locks**

Physical Plant employees do not open locks to buildings upon request of administrators, faculty, staff or students.

Opening desks, file cabinets, doors, lockers, storage cabinets or any other university locking device will only be done at the request of, and in the presence of, the University Police. The opening of any University locking device will be done only after University Police have verified both the identification of the person requesting the service, and that the person has been given proper authority to enter.

Physical Plant Lock Shop will not lock, unlock or provide locks or service for personal property such as locked vehicles.

Departments may not install or contract to have installed, changed or altered any locking device on any university door or university equipment. This includes any type of fire, security or intrusion alarm systems.

## **10. Exceptions**

Any exceptions to the Key Control Policy and Procedures must be requested in writing by the Vice President of the division in which the employee that will be issued the key(s) is assigned. The request shall describe in detail the purpose and contain a statement of justification. The request may be sent via email or memo to the Vice President of Administration and Finance who will review the request and inform the requesting VP of his/her decision.