ATENEO DE MANILA UNIVERSITY

CENTRAL FACILITIES MANAGEMENT OFFICE

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Campus Facilities and Buildings Key Management Guidelines

OBJECTIVE

To provide guidelines for key management and control for the safety and security of University's assets, facilities and stakeholders belongings.

COVERAGE

These guidelines pertain to building and indoor mechanical door locking devices and security access systems.

POLICY STATEMENT

The Central Facilities Management Office is responsible for installing, maintaining, labeling, servicing, replacing, duplicating and updating all locks and keys used to secure AdMU owned, operated and leased facilities. This responsibility includes the design of lock systems, maintenance and service of locks, issuance of all keys, and maintenance of key cores, keys and records keeping.

POLICY

The Central Facilities Management Office will manage and implement procedures including forms as necessary for the efficient management, control and security of keys. Only the CFMO Admin Group / Office Management Section Head is authorized to facilitate issuance and duplication of separate/additional keys to employees other than those officially issued and only upon the written request with appropriate endorsement by the Department Head. Approval is subject to the Campus Facilities and Buildings Key Management Guidelines.

Keys are to be issued only when it is determined that there is a well-defined ongoing need for access for the performance of the individual's assigned duties and responsibilities. Keys will be issued to individuals by name and these individuals will sign for and be held responsible and accountable for all such keys. **Spare keys will not be issued.**

All issued keys are the property of the AdMU and under the care and safekeeping of the Central Facilities Management Office. It is therefore against the Campus Facilities and Buildings Key Management Guidelines for any individual to attempt to duplicate or actually duplicate any key issued by the CFMO. All keys issued shall be labeled accordingly. **Only the CFMO is authorized to duplicate keys.**

1. Control

Each Department Head is responsible for ensuring that proper key procedures are followed and that all members of their department maintain security practices. This includes, but is not limited to, the following:

- ensuring appropriate use of key(s) to maintain a secured area
- returning key(s) of any department member who no longer needs access to an area
- returning obsolete or faulty key(s) to the CFMO for proper disposal and audit
- reporting any loss, damage or theft of key(s) immediately to the CFMO and CSMO (Campus Safety and Mobility Office); this is the responsibility of the employee to whom the key(s) were issued.

Department Heads are responsible for retrieving issued keys from employees prior to termination, separation or retirement. The department will periodically (at least once every 6 months/semester) audit, inventory and record key issuance records to assure security. Any discrepancies should be reported immediately to the Central Facilities Management Office c/o Administration Group/Office Management Section. The Central Facilities Management Office's Administration Group / Office Management Section may periodically audit individual and/or departmental key inventories and records to ensure that there is adherence to this policy.

Key(s) are never to be left unattended on desks, in door locks, or carried in such a manner as to be susceptible to loss or theft. Whenever an occupant leaves a building after work hours, the exterior door lock must be set to prevent unauthorized access. The Campus Safety and Mobility Office must be notified whenever a potential or actual security problem exists, i.e., unauthorized entry, property theft, or loss of key(s). An authorized individual entering or leaving a secured building shall not permit any unauthorized individual / who would not normally be permitted to enter the building.

2. Access by non-authorized / CFMO Technical and Utilities Personnel

Certain non-authorized personnel who have well-defined and valid need for access to the facilities and buildings (e.g. CFMO utilities personnel and authorized third party contractors doing repairs, preventive maintenance, etc.) may request permit access to certain areas through respective CFMO sections by nature of work trade and project requirements, in coordination with the Office / Department in charge where works are to be carried out. It is the respective trade's Section Head's responsibility to maintain a record, provide technical and monitoring assistance and assure proper usage of each key as may be provided. This includes access to specific locations under renovation, construction or utility systems. Access to sensitive installations, hazardous and risk prone sites are generally restricted. Only CFMO authorized and qualified person/s are allowed access based on specific locations and granted for a set period of time as per requested duration. Respective Section Heads and their designee are specifically responsible for requesting, controlling and documenting this access. All decisions to be made regarding the use of construction/ installation cores will be determined and approved by either the Heads of Campus Development and Construction or Facilities and Utilities Group, depending on nature and specialty trade of work.

In situations where a project is expected to last over several months such as major construction or renovation, all accredited / authorized suppliers and contractors will be granted long term access pass based on specific time frames per approved Campus Work Clearance Form (CWCF), in coordination with the Campus Safety and Mobility Office and with the assistance of the assigned security guards deployed within the respective facilities/ building. As a matter of procedure, the usual daily logbook recordings of access to identified campus facilities are to be implemented.

No outside locksmith is allowed to perform any work at any of the AdMU owned or leased facilities without the prior written approval by the CFMO.

3. Financial Obligation

Requesting Departments will be charged for re-keying and the re-issuance / duplication of key(s). Lost, misplaced, stolen or over issuance of key(s) is solely the responsibility of the department responsible for the change. Replacement fees will be imposed for lost, stolen or misplaced keys, regardless of the circumstances.

4. Student and Faculty Assigned Keys at the University Residence Halls

Students and Faculty shall not permanently be issued keys to areas other than their residence hall rooms unless approved by their Residence Director / Director of Central Facilities Management Office (where applicable); students and faculty residents may gain access to other areas with the assistance of Resident Coordinator and with prior written approval from the appropriate Residence Halls Director responsible for that area.

Student and Faculty residence room keys shall be returned to the Resident Coordinator / Residence Halls designee at the time of move out. If keys have not been returned by the student/faculty, the room lock must be re-keyed at the expense of the student / faculty. It will be the sole responsibility of Residence Halls to collect, distribute and manage student and faculty residence room keys.

5. Violations of Policy

- Unauthorized locking devices are prohibited on campus. Modifying, removing or attempting to defeat or disable any security or safety device by unauthorized personnel is not permitted.
- Front doors and room doors of the residence halls are NOT to be propped open at any time.
- Any individual found causing intentional damage to AdMU-owned door security or safety locking devices, or who props, holds open or in any way interferes with the proper securing of a security or safety device is in violation of the Campus Facilities and Buildings Key Management Guidelines and will be subject to appropriate disciplinary action and/or corresponding sanctions.

PROCEDURES

Key Request

A. Requestor may only request keys for areas assigned under their control. The Department Head that administers the particular area must also approve all key requests for their areas.
B. An official **key request form** can be found on the CFMO website (downloadable forms) or through the CFMO Admin/Office Management Section.

C. Request forms must be routed appropriately and include proper written approvals prior to key issuance, duplication and production.
D. Obsolete, recovered, or faulty keys that are returned to a supervisor or Department Head must be forwarded to the CFMO for proper disposal and updating of key inventory records with a signed explanatory note and sent to the CFMO.
E. Even if the same number and type of keys are to be issued to a subsequent employee, the recovered key(s) must be returned for key management records and then reissued via the key request procedure.
F. All new requests require the individual to sign for their key(s) personally and to pick up all keys at the CFMO.

G. For the replacement of lost, damaged or stolen keys:

1. The CFMO and CSMO should be notified immediately by phone, email or any form of speedy communication so that all necessary and contingency security measures can be put to place within the earliest possible time.
2. Subsequently, the Central Facilities Management Office should be notified in writing as to the status of the keys. The letter should state the name and department of the individual who was responsible for the key(s), the area(s) that were accessible by the key(s), and all known key codes.
3. If the lost key/s has not been found within 48 hours, initiate a replacement key request or change of locking device as deemed necessary. Ensuring authorized signatures on the key request form along with the signature of the individual to whom the new key(s) will be issued supports key control.

Picking Up Keys
The process generally takes 3 days to complete; therefore, requestors are encouraged to submit a request at least one week in advance of their actual need for the key(s). For convenience, requests may be submitted prior to the start date of new employees. Advanced arrangements and coordination may also be made for individuals to pick up their key(s) during regular hours at the Central Facilities Management Office.

For security reasons the issuance of a grandmaster, master, and restricted keys is extremely limited unless deemed very necessary. The Director of the Central Facilities Management Office is the approving authority for issuance of such keys.

Lock Changes
Lock changes may be initiated by completing the key request form. The request should clearly describe the locks to be changed as well as the reason for the change. All changes must have the approval of the appropriate Department Head responsible for that area. Expenses will be under the responsibility of the requesting party / department.

AUTHORIZED FORCED OPENING

In case of any emergency and life-threatening situations requiring forced opening of doors and other locking devices, the CSMO and their authorized grounds security / CFMO utilities personnel may be allowed to force open rooms doors and locking devices upon the instruction and endorsements by both the CFMO and CSMO Office Heads and that the Department Head of subject area has been made aware and has given the appropriate consent and approval.