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Parent Policy: [Lands and Buildings Security Policy](#)

Lock Changes, Key Request and Key Control Procedure

Office of Administrative Responsibility:	Director, Buildings, Technologies and Grounds
Approving Authority:	Associate Vice-President (Utilities and Operations)

Purpose

The University of Alberta strives to maximize the safety of the university community, protect the assets of the institution, and manage the costs associated with safety and security measures. University Services, Operations and Finance (USOF) must act with due diligence regarding the management, governance and control of University buildings and grounds. USOF has the sole authority to change locks and to issue keys for university buildings to approved individuals.

All keys that access university buildings and grounds are the property of the University of Alberta. This procedure does not cover keys for operating university vehicles.

This policy document applies to all keys including those to all spaces, office equipment, padlocks, lockers, safes, etc. owned, operated or controlled by the university. This policy document seeks to implement a proper Key Control process, and preserve this process by restoring security in a timely manner whenever Key Control has been threatened or compromised.

This procedure outlines the control of the distribution of keys by:

- regulating access to university spaces;
- describing the responsibilities of a Key Holder (with named responsibilities of any individual, college, department, program or operating Unit);
- describing the responsibilities of a faculty, department or operating Unit appointed Facility Access Control Administrator (FACA);
- outlining the steps for Services (key requests, Lock Changes, key returns, etc.);
- outlining the steps for Storage;

- outlining the steps for Lost and Stolen Keys;
- outlining steps for Contractors;
- outlining steps for Campus Services - Residences; and
- outlining steps for Visitors.

Definitions

The attached definitions table outlines the terms used in this policy document and any specific rules of interpretation that apply.

Scope

Compliance with this policy document extends to all academic, support and excluded staff, postdoctoral scholars, and academic colleagues as outlined and defined in the *Recruitment Policy*; undergraduate, graduate students and post-graduate learners; emeriti; members of the Board of Governors; visitors to campus, including visiting speakers and scholars; third party contractors / consultants; and volunteers.

Procedure

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1. REGULATING ACCESS TO UNIVERSITY SPACES

- 1.1. Only faculty, staff, students, and approved contractors and Visitors may be issued keys for a period of time with a defined end point.

- 1.2. Buildings, Technologies and Grounds (BTG) issues keys to faculties and university-wide-service portfolios who will manage the distribution of keys to staff, students and Visitors requiring access to controlled spaces.
- 1.3. USOF issues keys to contractors.
- 1.4. All keys will remain the property of the university at all times. The proper use and care of the keys is the responsibility of the individual to whom the keys are issued.
- 1.5. Master Keys, described in Section 2.2, will be issued at the discretion of USOF in conjunction with the authority levels outlined in Appendix A.

2. RESPONSIBILITIES OF A KEY HOLDER

2.1. General:

- 2.1.1. A valid OneCard or Photo Identification is required for an individual to be assigned a key(s).
- 2.1.2. Key Holders shall immediately report any lost, damaged, missing or stolen keys. (See Lost and Stolen Keys Section 6.)
- 2.1.3. Keys that are no longer required for authorized purposes shall be returned to the FACA of their respective Unit. Refer to Section 5 for Storage requirements.
 - 2.1.3.1. Upon transfer to another department, position or building.
 - 2.1.3.2. Upon resignation, retirement or termination.
 - 2.1.3.3. Upon completion of the temporary issue period as specified on the contractor sign out.
 - 2.1.3.4. Upon the request of the authorizing persons.
- 2.1.4. No person or department shall knowingly receive, borrow, or possess any key for any space without receiving permission from a person duly authorized to give permission to possess such key.
- 2.1.5. Key transfers directly between individuals are prohibited. Keys must be returned to the appointed FACA to manage redistribution.
- 2.1.6. No person shall knowingly alter or duplicate any key to a lock of a facility, building or university property.
- 2.1.7. To enforce effective Key Control, FACA's may choose to impose a deposit for each key issued.
 - 2.1.7.1. Procedures around collected deposits are not covered by this procedure.
- 2.1.8. Key Holders shall use assigned keys for access to authorized locks only.
- 2.1.9. Key Holders shall take measures to protect and safeguard any facility keys issued

to them or in their name.

2.1.9.1. Keys must not be marked or labeled with the associated room number.

2.1.10. Key Holders shall not loan their assigned key(s).

2.1.11. Key Holders shall not use their key(s) to grant access to non-authorized individuals.

2.1.12. Persons entering locked buildings or spaces are responsible for re-securing all doors and shall not prop open any doors.

2.1.13. Individuals shall store keys in a secured location based on the key level (see Appendix A).

2.1.14. Obsolete, spare or unnecessary keys and parts of broken keys are to be returned to the Facility Access Control Administrator (FACA). They will ensure keys are returned to the Lock Shop.

2.2. Individuals receiving Master Keys:

2.2.1. Master Keys which include Great Grand Master (Campus), Grand Master (Building), Master (Faculty/Unit) or Submaster (Departmental) and shall only be issued under the following circumstances:

2.2.1.1. USOF, in conjunction with the authority levels outlined in Appendix A, are satisfied that all other avenues and alternate proposals for not issuing Master Keys have been exhausted

2.2.1.2. A key cabinet shall be installed within a secure room on university property. The key cabinet shall be either electronic or mechanical (if mechanical, an Abloy cylinder lock fitted to the university's master system is to be used).

2.2.1.3. Master Keys will be returned to the key cabinet at the end of each day or shift.

2.2.1.4. Access to Master Keys shall be limited to an authorized individual or a list of authorized individuals.

2.2.1.4.1. If the keys are accessible to a list of authorized individuals, that list must be updated when off-boarding authorized individuals or annually at a minimum.

2.2.2. Master Keys will not be removed from university property for any purpose.

2.2.3. Master Keys shall be secured in a locked location in a key cabinet, on university premises, when the employee is not performing university duties.

2.2.3.1. Master Keys shall never be left in any vehicle.

2.2.3.2. Master Keys shall not be removed from university property for any purpose.

- 2.2.3.3. Refer to Buildings, Technologies and Grounds for guidance on storage solutions.
- 2.2.4. Master Keys may only be signed out for the area in which a staff member is immediately working.
- 2.2.5. When in use, Master Keys shall be tethered at two points on a person, or similarly secured, as to not leave physical contact with the employee.
- 2.2.6. Master Keys shall never be loaned to unauthorized individuals and only used by the authorized person or list of authorized individuals who have signed and accepted original responsibility for the keys.
- 2.2.7. Master Keys shall not be mixed with other Keys of a different risk classification. Office keys, cabinet keys, etc. shall be kept separate from Master Keys and not occupy the same ring.
- 2.2.8. Master Keys shall be returned to the FACA or to the university Lock Shop when the role/duties of the individual no longer require its use.
- 2.2.9. The loss of Master Keys shall be reported immediately. (See Lost/Stolen key section 6 below.)
- 2.2.10. Master Keys shall be audited by the FACA twice per year, at a minimum, to ensure adherence to the procedure and to maintain physical security.
- 2.3. Failure to follow these precautions may result in non-reissuance of keys and an implementation of a Rekey at the cost of the Unit or Contractor.

3. RESPONSIBILITIES OF AN APPOINTED FACA

An appointed FACA is responsible for:

- 3.1. Approving and submitting completed Lock Change/Key Request forms;
- 3.2. Only requesting keys for spaces controlled by the Unit/Department;
 - 3.2.1. Expansions into spaces not allocated to the Unit/Department must be approved by USOF Space Planning.
- 3.3. Informing or alerting University of Alberta Protective Services (UAPS) and Senior Unit/Department staff of any and all lost or stolen keys;
 - 3.3.1. An immediate response is required. (See Lost/Stolen key Section 6).
- 3.4. Maintaining accurate, up-to-date records for all keys issued to individuals in their Unit/Department;
 - 3.4.1. At a minimum the following should be tracked:
 - 3.4.1.1. First Name, Last Name and Employee/Student ID number;

- 3.4.1.2. Key codes for keys issued.
- 3.5. Auditing allocations and reconciliation of distributed keys annually, reporting to Buildings, Technologies and Grounds, upon request.
- 3.6. Serving as the primary contact for Buildings, Technologies and Grounds.
- 3.7. Communicating FACA personnel changes to Buildings, Technologies and Grounds.
- 3.8. See Storage Section 5 for proper storage of keys.
- 4. SERVICE REQUESTS (KEY REQUESTS, LOCK CHANGES, ETC.)
 - 4.1. Requesting Keys
 - 4.1.1. Keys are requested using the Lock Change and Key Request form in conjunction with the [Maintenance Request Portal](#).
 - 4.1.1.1. The *Key Requisition and Lock Services* page identifies the FACA authorized to request keys.
 - 4.1.1.2. Key requests must be authorized by the appropriate Unit with delegated authority.
 - 4.2. Requesting a Lock Change
 - 4.2.1. Lock changes are requested using the Lock Change and Key Request form in conjunction with the [Maintenance Request Portal](#).
 - 4.2.1.1. Lock Changes must be authorized by the delegated authority as determined by each Unit. E.g., department chair, manager, dean, executive director, director, etc.
 - 4.2.1.2. Only the Lock Shop or contractors authorized by Buildings, Technologies and Grounds shall repair a university lock or cut university keys.
 - 4.2.1.3. Charges will apply for parts and labour relating to Lock Changes.
 - 4.3. Only the Lock Shop or contractors authorized by Buildings, Technologies and Grounds shall repair a university lock or cut university keys.
 - 4.4. Broken, damaged or replacement keys
 - 4.4.1. Where a key is broken in a door and replacement is necessary, the key will not be replaced unless both the blade and the head of the key are returned to the Lock Shop.
 - 4.4.2. If the broken blade cannot be extracted from the door, submit a request via the [Maintenance Request Portal](#).
 - 4.4.2.1. The exact location of the door and location of the key must be identified.

4.4.2.2. The Lock Shop will recover the blade and replace the key.

4.5. Filing Cabinets, desks, lockers, display cases, padlocks, etc.

4.5.1. Costs for locks and keys required for filing cabinets, desks, lockers, cupboards, display cases, padlocks, etc., are a departmental responsibility, and must be requested on the Lock Change and Key Requisition.

4.6. Padlock Removal

4.6.1. Padlocks shall be removed by UAPS upon verifying ownership/occupancy of the padlocked storage.

4.6.2. Padlocks may be removed by a faculty, department or student group who have designated responsibility for the management and operation of the padlocked storage.

4.6.2.1. The designated group shall notify UAPS of the padlock removal.

5. STORAGE

5.1. Keys shall be stored in a secure location protected by lock and key. Refer to Buildings, Technologies and Grounds for guidance.

5.2. Key records shall be stored digitally using a key management software and protected by password. Alternatively, a spreadsheet can be used that is accessible only by FACAs.

5.3. Key rings issued for temporary use shall be of a tamper resistant design so that keys cannot be removed or added from the ring prior to return. Key rings will be prepared by the Lock Shop. Key rings issued for temporary use shall be stored in electronic key cabinets with Access Control and audit capability.

5.4. Master Keys: See Master Key Section 2.2.3 for the storage of Master Keys.

5.5. An identifying serial number will be stamped on each key for record purposes.

5.6. Only one key for a specific area, room or door will be issued to any one person.

6. LOST AND STOLEN KEYS

6.1. Lost/Stolen keys shall be reported immediately to the issuing Unit/Department as well as:

6.1.1. FACA

6.1.2. UAPS

6.1.3. Buildings, Technologies and Grounds

6.1.4. Senior Management of the Issuing Unit/Department

6.2. Failing to report lost or stolen keys may be determined to be considered an act of omission that creates a substantial and specific danger to the life, health or safety of individuals, the

environment or the institution.

- 6.3. UAPS will review the risks associated with the lost or stolen key(s) and provide a recommended course of action with the exception of spaces under the responsibility of the Safeguarding Research Office (SRO) i.e., Contract Security and Controlled Goods Programs.
- 6.4. USOF may take reasonable corrective action at the cost of the department assigned to the space to ensure the risk to students, staff and the institution due to lost or stolen keys is addressed in a timely manner.
 - 6.4.1. This may include temporary corrective measures where full corrective measures may have a longer implementation time or require additional funding approval.
- 6.5. Where a Unit requests the Rekeying of an area or a building due to lost or stolen keys, and/or the re-keying of the area is recommended by UAPS due to lost or stolen keys, all Rekeying costs will be incurred by the Unit.
 - 6.5.1. This may also require an upgrade to the door locking hardware.
 - 6.5.2. The extent of insurance coverage is to be coordinated and confirmed with Risk Management and Insurance.
- 6.6. New keys will not be issued unless an incident report is completed.
- 6.7. Charge to replace/cut new keys - Refer to Appendix C.

7. VISITORS

- 7.1. Emeriti, Alumni and Visiting Academics
 - 7.1.1. Keys for access to offices and laboratories for Emeriti, Alumni and visiting academics shall be issued by their associated University of Alberta contact department.
 - 7.1.2. Visitors shall not be issued keys for classrooms or spaces that are centrally booked through the Office of the Registrar.
 - 7.1.3. Lost or stolen keys must be reported to the department FACA and the Academic Department Manager.
 - 7.1.3.1. Costs to replace or repair will be borne by the department.
- 7.2. Guest Lecturers
 - 7.2.1. Visitors shall not be issued keys for classrooms or spaces that are centrally booked through the Office of the Registrar.
- 7.3. Short Term Guests in Residences
 - 7.3.1. Refer to Section 11.1. Residents

8. CONTRACTORS-VENDORS

8.1. Full Time

8.1.1. Keys will be created for full time contractors by the Lock Shop.

8.1.2. Keys shall be stored nightly and maintained the same as any Master Key (see Section 2.2).

8.2. Daily Contractors/Vendors

8.2.1. Contractors may only obtain keys from the USOF Maintenance Desk through an internal sign-out authorization procedure.

8.2.2. Keys for residences are signed out from Campus Services (CS) through an internal sign-out authorization procedure.

8.2.2.1. Contractors accessing areas under the administration of Campus Services must adhere to CS operating procedures.

8.2.3. Contractors must follow the *Request for Access to Utility Service Corridors Procedure* to access areas under the administration of Utilities.

8.2.3.1. Only Utilities has access and/or grants access to service corridors.

8.2.3.2. Lock and Key regulations for service corridor access can be found in the *Request for Access to Utility Service Corridor Procedure*.

8.2.4. Keys signed out must be returned by the end of day to a maximum of 10 days or as stipulated by the current procedures for each area.

9. ENTERPRISE SQUARE

9.1. Service requests

9.1.1. Service requests for Enterprise Square shall be made through the Property Management company assigned to manage the facility.

9.1.2. Work will be done by a university approved locksmith.

10. AUGUSTANA CAMPUS

10.1. Service Requests

10.1.1. Service requests for Augustana shall be made through the USOF Maintenance Office at Augustana who maintain the facility.

10.1.2. Work will be done by a university approved locksmith.

11. CAMPUS SERVICES - RESIDENCE AND RESIDENT STUDENT ASSOCIATIONS

11.1. Residents

- 11.1.1. All residents must sign for their keys during check-in.
- 11.1.2. Key codes, the quantity of keys and key issue number will be recorded at that time.
- 11.1.3. Keys for Residences are issued by Assignment Coordinators or delegates in each housing area.
- 11.1.4. Residents that require a replacement key due to loss or theft will incur all charges associated with the Lock Change.
 - 11.1.4.1. They are also required to complete an incident report.
- 11.1.5. Temporary assignment of keys for personal or Visitor use is permitted for a maximum of two weeks (10 days).
 - 11.1.5.1. An Additional Key Assignment Form must be completed.
 - 11.1.5.2. Failure to return keys on the agreed return date will result in a Lock Change, where the assigned Key Holder will incur all associated costs.
- 11.1.6. If keys are returned after a 24 hour lock requisition has been issued, the Lock Change will proceed and all associated costs will be incurred by the Key Holder.
- 11.1.7. Failure to return issued keys will result in a Lock Change and all associated costs will be incurred by the Key Holder, as well as other disciplinary measures.
- 11.2. Resident Student Associations
 - 11.2.1. Keys will be issued to the Association executive at the start of their term.
 - 11.2.1.1. A hard copy of the key authorization form must be signed by the assigned Key Holder.
 - 11.2.1.2. At the end of an executive term, the keys must be returned to the Residence Coordinator.
 - 11.2.1.3. The Residence Coordinator will conduct an annual audit at the end of April.
 - 11.2.2. All keys are individually numbered, entered into the key inventory and database, and the key authorization form must be signed by the assigned Key Holder. The assigned Key Holder must return the key to the Residence Coordinator at the end of an executive member's term.
 - 11.2.3. Associations will incur all costs associated with re-keying a facility due to a loss or theft of a key(s) or Master Key.
- 11.3. Residence Lock Changes
 - 11.3.1. In the event that the Lock Shop is not able to assist, the following procedure for an urgent Lock Change shall be followed by the Campus Services' Facilities Services team when residence keys are lost, stolen or unreturned.

- 11.3.1.1. A predetermined number of pinned cylinders will be provided to Campus Services by the Lock Shop for emergency Lock Changes only.
- 11.3.1.2. Each time a cylinder is utilized, Campus Services' Facility Services will inform the Lock Shop with the following information:
 - 11.3.1.2.1. the quantity of cylinders used, if more than one.
 - 11.3.1.2.2. the location (Building/Room number) that each cylinder was installed.
 - 11.3.1.2.3. the key code of the cylinder used.
- 11.3.1.3. When the urgent Lock Change is complete, the Facilities Services team member will submit a work request to replace the used cylinder(s).
- 11.3.2. If the Lock Change is not urgent, a maintenance request will be submitted and assigned to the Lock Shop to complete.

12. KEY RETURN

12.1. General Key Return Process

- 12.1.1. Obsolete, spare or unnecessary keys and parts of broken keys are to be returned to the FACA or the Assignment Coordinators for residence keys, who will ensure keys are returned to the Lock Shop.
- 12.1.2. Keyholders leaving the institution for any reason shall return their assigned keys to the FACA or the Assignment Coordinators for residence keys.
- 12.1.3. Keys for spaces being vacated must be returned to the FACA who will in turn return the keys to the lock shop.

12.2. Key Returns due to key system upgrade or replacement:

- 12.2.1. Locksmith will collect old keys from FACA for spaces that are Rekeyed.
- 12.2.2. Key system Upgrade can result from:
 - 12.2.2.1. expansion/reduction or renovation of departmental space;
 - 12.2.2.2. lost or stolen keys;
 - 12.2.2.3. university Key System Upgrade Plan.

13. COMPLIANCE

- 13.1. Failure to adhere to the protocols outlined in this procedure may result in corrective or disciplinary action as referenced in applicable university policies and procedures and in accordance with the applicable Collective Agreement or employee handbook.

14. GENERAL INFORMATION

14.1. Lock / Cylinder Renewal

14.1.1. USOF will review maintenance history of locks / cylinders for each facility. On a priority basis, a facility could have its locks / cylinders replaced to reduce maintenance calls.

14.1.2. The costs associated with new locks / cylinders will be incurred by Buildings, Technologies and Grounds using Capital Maintenance Renewal funding.

14.2. Renovations

14.2.1. When a large renovation is being carried out for a Unit/department, Lock Changes and keys will be charged to the renovation project, provided that they are requested initially by the Project Manager.

14.2.2. Any changes to the approved scope, additional requests, will be charged back to the requesting Unit or department.

Appendix A: Typical Keying Structure

Key Level	Key Use	Typical Key Holder(s)	Authorization
GGMK Great Grand Master Key e.g., H	Campus	Restricted to UAPS and Lock shop	Director UAPS or Director Buildings, Trades & Grounds
GMK Grand Master Key e.g., HA	Building Master/Facility Master	UTOPS, HSE	Director (BTG)/AVP (UTOPS)
MK Master Key e.g., HAC	Departmental Master*	Faculty Space Managers, Faculty General Managers	Refer to Section 4.1
SMK Submaster Key e.g., HACA	Unit Master**	Administrative Staff, Academic Dept. Manager, Managers	Refer to Section 4.1
Change Key e.g., H2, HA3, HACA1	Individual doors or Group of Doors	Staff and Students	Refer to Section 4.1

* Departmental Master - refers to any Academic Faculty or non-academic Department

** Unit Master - Refers to any Academic or non-academic Department/Division/Unit. This is dependent on organizational structure.

Appendix B: Restricted Distribution Key Set / Codes

Key Designation	Key Use	Typical Key Holder(s)	Requirements
F	FE/FM Access	UAPS and Lockshop	A UAPS or Lock shop employee
FE	Elevator Machine Rooms	Trades	Elevator Machine Room Awareness Orientation
FM	Mechanical / Electrical Rooms	Trades	Mandatory Safety Training
R1M	Roof Access	Trades	HSE Roof Access Program
U	Campus Utilities	Utilities	Mandatory Safety Training

Appendix C: Typical Costs Associated with Rekeying Due to a Loss or Theft of a Key

The table below is not to be used for budgeting but to show the importance of safeguarding a single key.

Key Level	Typical Space Type(s)	Typical # of Keys Issued	Rekey Cost*
Change Key	A single Office	1 to 4 keys	1 Door - \$400.00
Change Key	Labs/Common spaces keyed alike (KA)	10 to 50 keys	10 KA Doors - \$4,000.00
Submaster Key (SMK)	Offices and/or Labs within a single Unit or Department	10 to 20 keys	50 to 200 doors - \$16,000.00 to \$70,000.00
Master Key (MK)	All doors within an Academic Faculty or non-academic Department	10 to 20 keys	300+ doors - \$95,000.00+

** Includes Labour and Materials for cylinders and keys*

Appendix D: Roles and Responsibilities Matrix

Role	Responsibilities
Academic Department Chair / Manager	- Provides permission to obtain keys for high secure or sensitive areas. - Communicate/coordinate with USOF Space Planning to ensure space types are accurate.
Campus Services Facility Services	- Providing the first line of response to reported maintenance issues in residences buildings. - When a space is reported as insecure after hours, confirming the report is accurate, resolving the issue if possible and communicating to the Control Centre if Lock shop is required.
FACA	- Responsible for all keys distributed to keyholders within their Department or Unit in accordance with Section 3 - Ensures all keys are accounted for. - Notifies all parties when an incident report has been submitted for lost or stolen keys.
Facility Service Partners	Maintains and facilitates communication between Departments/ Units and Buildings, Technologies and Grounds.
General Maintenance Worker	- Providing the first line of response to reported maintenance issues in supported buildings. - When a space is reported as insecure after hours, confirming the report is accurate and communicating to the Control Centre if the Lock shop is required
Keyholder	- Responsible for all keys in their possession in accordance with Section 2. - Must report lost or stolen keys to FACA, UAPS and ADM.
Lock Shop	- Controls all repairs and additions to any locking device, key or door hardware installed by the university. - Documents all Rekeying and records changes. - Ensures spaces can be secured in the event of a lock failure or lock/key replacement.
UAPS	- Investigates and documents lost or stolen key reports. - Communicates when an incident report is created pertaining to a break-in or lost/stolen keys. Providing suggested actions for Lock shop.
Utilities Managers	Grants access to service corridors and other Utilities spaces.

Definitions

<i>Any definitions listed here apply to this policy document only with no implied or intended institution-wide use. For clarity, defined terms listed here include grammatical variations thereof.</i>	
Access Control	The means of influencing and regulating the flow of persons through a doorway. This may be electrical or mechanical.
Association	Any student group approved by the Dean of Students, Campus Services or the Students' Union.
Bitting	The depth of key cuts on a key. Instructs the locksmith how to cut a key and/or build a cylinder.
Change Key	A key that operates only one cylinder or one group of keyed-alike cylinders in a keying system.
Contractors / Vendors / Consultants	A person, partnership or group of persons who, through a university contract, agreement or ownership, directs the activities of one or more employers involved in work at a work site .
Facility Access Control Administrator (FACA)	Responsible for both electrified Access Control as well as physical Key Control. Departments/Units may have more than one FACA.
Grand Master Key	A key that operates two or more separate groups of cylinders which are each operated by a different Master Key.
Great Grand Master Key	A key which operates two or more separate groups of cylinders which are each operated by a different Grand Master Key.
Key	Any device used to lock, unlock or gain access into a secure space. E.g., metal key, combination, access card, PIN code, etc.
Key Control	Any method or procedure that limits unauthorized acquisition of a key and/or controls the distribution of authorized keys.
Key Holder	Any person(s) who have been issued a key or keys to any space belonging to the university.
Keyway	The opening in a lock or cylinder that is shaped to accept the key bit or blade of a proper configuration.

Lock Change	Used interchangeably with Rekey, this identifies the change of the cylinder within a lock to a new Bitting/Keyway.
Master Key	A key that operates all the master keyed cylinders in a group with each cylinder typically operated by its own Change key.
Rekey	To change the existing combination of a cylinder or lock.
Sub-master Key	The Master Key level immediately below the Master Key in a system of six or more levels of keying.
Unit	Any university college, department, program or other operating Unit. Used interchangeably in this procedure with Department.
Visitor	Emeritus, Alumni, or other individual with no direct affiliation with the institution.

Forms

- [Maintenance Request Portal \(Submit a Maintenance Request\)](#)

Parent Policy Suite

- [Lands and Buildings Security Policy](#)
- [Access Control Security Systems on Urban Campus Areas Procedure](#)
- [Building Hours of Operation Procedure](#)
- [Control Centre Alarm Monitoring and Response Procedure](#)
- [Lock Changes, Key Request, and Key Control Procedure](#)
- [Request for Access to Utility Service Corridors Procedure](#)
- [Video Monitoring Procedure](#)

Related Policy Documents

- [Student Conduct Policy](#)

Related Links

- [Buildings, Grounds and Environmental Services](#)
- [Key Requisition and Lock Services](#)
- [Protective Services \(UAPS\)](#)
- [University of Alberta Students' Union](#)

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*For questions surrounding policy document interpretation or implementation,
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The official version of this document may be obtained from <https://www.ualberta.ca/policies-procedures/index.html>