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

# Lock Changes, Key Request and Key Control Procedure

<b>Office of Administrative Responsibility:</b>	Director - Trades, Infrastructure and Maintenance
<b>Office of Accountability:</b>	Vice-President (University Services, Operations and Finance)
<b>Approving Authority:</b>	Associate Vice-President (Asset Management and Operations)

## Purpose

The office of administrative responsibility must act with due diligence in the management, governance and control of the University buildings and grounds. Facilities and Operations has the sole authority to change locks, and to issue keys for University buildings to approved individuals.

The authorization and issuance of keys by faculties and departments is a serious management and fiscal responsibility, to ensure safe and secure environments for employees, students and equipment.

The purpose of this procedure is to ensure appropriate, approved authorization and controls are followed for lock changes and key access. These controls are essential in maintaining the safety and security of all University buildings. Those who are authorized to provide key access must clearly state to the individual requesting key(s) that the financial responsibility for lost keys and, if required, re-keying of a facility, will be incurred by the department in which they belong to, or in the case of third party **contractors** / **consultants**, their company in which they work for.

## Definitions

A definitions table as attached establishes the terms used in this policy document and any unique rules of interpretation that apply to this policy document.

## Scope/Application

Compliance with this University policy extends to all academic, support and excluded staff, postdoctoral fellows, and academic colleagues as outlined and defined in the Recruitment Policy (Appendix A and Appendix B: Definitions and Categories); undergraduate, graduate and Faculty of Extension students; emeriti; members of the Board of Governors; visitors to campus, including visiting speakers and scholars; third party contractors / consultants; and volunteers.

## Procedure

All keys that access University of Alberta facilities are the property of the University of Alberta. The Facilities and Operations Lock Shop performs all lock work for the University, and is responsible for the direct supervision of third party contractors working on locks. The Facilities and Operations Maintenance Desk determines the level of security required on locks, storing and managing a lock and key inventory, cutting keys and tracking the possession of master keys, and providing key presses (lock boxes) to departments.

A completed Lock Change and Key Requisition form for key and lock changes to interior and exterior doors, for any University building, must be sent to the Facilities and Operations Maintenance Desk. This request form must be signed by an authorized approver within the faculty and/or department.

### 1. CONTRACTORS

Contractors may only obtain keys from the Facilities and Operations Maintenance Desk through an internal sign-out authorization procedure. Contractors accessing areas under the Administration of Ancillary Services must adhere to AS operating procedures. Contractors must follow the Request for Access to Utility Service Corridors Procedure to access areas under the administration of Utilities.

Only Utilities has access and/or grants access to service corridors. Lock and Key regulations for service corridor access can be found in the Request for Access to Utility Service Corridor Procedure.

### 2. FACULTIES AND DEPARTMENTS

Each Faculty/Department is responsible for ensuring that assigned University keys are kept in a secure key press; that all keys are issued by signature to approved individuals; and that all keys are returned and accounted for when a staff member or student leaves the institution.

### 3. STUDENTS (RESIDENCE, RESIDENT STUDENT ASSOCIATIONS)

All residents must sign for their keys during check-in. The exact key codes and number of keys issued will be recorded on the information system in use at that time.

Residents that have scheduled check-in unit condition inspections, and are present, will sign for their keys on their unit condition report at the time of inspection or at the time of key pick-up.

Residents that require a replacement key due to loss or theft will incur all charges associated with the lock change. They are also required to complete an incident report.

Temporary assignment of keys for personal or visitor use is permitted for a maximum of two weeks. An Additional Key Assignment Form must be completed. Failure to return the additional key on the agreed return date will result in a lock change, where the assigned key holder will incur all associated costs.

If a key(s) is returned after a 24-hour lock requisition has been issued, the lock change will proceed with all associated costs incurred by the key holder.

Failure to return the identical key(s) issued will result in a lock change with all associated costs incurred by the key holder, as well as other disciplinary measures.

Resident's keys are issued by the Housing Coordinators or delegates in each housing area.

Keys will be re-issued to each association executive at the start of their term. A hard copy of the key authorization form must be signed by the assigned key holder. At the end of an executive term, the key must be returned to the Residence Coordinator. The Residence Coordinator will conduct an annual audit at the end of April. If all keys cannot be produced, re-keying will be done at Association expense.

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.

Associations will incur all costs associated with re-keying a facility due to a loss or theft of a master key.

#### 4. VISITORS/CONFERENCE GUESTS

All guests must acknowledge receipt of their keys by signing their registration card.

Lost, stolen or failure to return keys will result in a lock change. All costs associated with the lock change will be borne by the assigned guest key holder.

#### 5. KEYS

##### a. KEY REQUESTS

Staff requiring keys for offices, buildings, filing cabinets, etc., must fill out the Lock Change and Key Requisition form and obtain a signature from the authorized approver in their department. Send the signed requisition form to the Facilities and Operations Maintenance Desk.

##### b. KEY MANAGEMENT (LOST, STOLEN, BROKEN, DAMAGED, REPLACEMENT)

Any keys lost must be reported immediately to Protective Services, and Director, Building Operations. In the case of Ancillary Services, all lost, stolen, or damaged keys must be reported to the Facilities Coordinator. New keys will not be issued until an incident report has been completed. Students will incur all costs associated with replacing cylinders or re-keying.

Where a faculty or department requests the re-keying of an area or a building due to lost or stolen keys, and/or the re-keying of the area is deemed necessary by the Lock Shop due to lost or stolen keys, all re-keying costs will be incurred by the faculty or department.

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. If the broken blade cannot be extracted from the door, contact the Lock Shop. The exact location of the door and location of the key must be identified. The Lock Shop will then recover the blade and replace the key.

Obsolete, spare or unnecessary keys and parts of broken keys are to be returned to the Facilities and Operations Maintenance Desk or the Ancillary Services Facilities Coordinator who will ensure they are returned to the Lock Shop.

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.

Locks may not be changed by external locksmiths without the written permission of the Lock Shop.

c. KEY PRESS

Should a faculty/department require a key press (lock box), they are to contact the Lock Shop, and one will be provided at no cost. Installation costs of the key press will be incurred by the faculty/department.

d. MASTER KEYS

The issuance of master keys requires the approval of the Dean/Chair/Director for the area. Individual room keys can be approved and issued by the faculty/department's delegated authority (Administrative Professional Officer and Management and Professional Staff).

Master keys are not to be removed from campus, stored in vehicles, duplicated or transferred. When not in use by the assigned individual, they are to be locked in the key press.

In the case of Ancillary Services, master keys must be secured (by ring, chain or other connecting device) to the person responsible for them at all times. Master keys must be left on-site in a secured area at the end of a shift, unless otherwise authorized. All master keys must be signed out by the Facilities Coordinator or authorized delegate. Master keys may only be signed out for the area that staff is immediately working. Carrying multiple master keys is not allowed without proper authorization.

Should a faculty or department lose a master key, the loss must be immediately reported to Protective Services. In conjunction with the Lock Shop, Protective Services and Risk Management will make the determination as to whether or not the facility/area needs to be re-keyed. All costs associated for the re-keying the area will be incurred by the Faculty/Department.

## 6. LOCKS

### a. LOCK CHANGES

All lock changes and key requests must be submitted to the Facilities and Operations Maintenance Desk, with the appropriate form completed (see Lock Change and Key Requisition). Lock change and key requisitions must be authorized by the Dean, department Chair, Executive Director, Director or delegated authority.

### b. MAINTENANCE

Facilities and Operations will review maintenance history of locks for each facility. On a priority basis, a facility could have its locks replaced to reduce maintenance calls. Should this occur, the costs for re-keying the facility will be incurred by Facilities and Operations.

### c. RENOVATIONS

When a large renovation is being carried out for a faculty/department, lock changes and keys will be charged to the renovation project, provided that they are requested initially by the Project Manager. Additional, and later requests, will be charged back to the requesting faculty or department.

## Definitions

<i>Any definitions listed here apply to this policy document only with no implied or intended institution-wide use.</i>	
<b>Contractors / Consultants</b>	A person, partnership or group of persons who, through a contract, an agreement or ownership, directs the activities of one or more employers involved in a work at a work site.
<b>Master Key(s)</b>	A key that opens several different locks.

## Related Policy Documents (UAPPOL)

- [Lands and Buildings Security Policy](#)
- [Student Conduct Policy](#)

## Related Links

- [Annual Key Permit Form](#)
- [Lock Change and Key Requisition Form](#)

*For questions surrounding policy document interpretation or implementation, please contact the Office of Administrative Responsibility.*

For the most recent version of this document please visit <https://www.ualberta.ca/policies-procedures/index.html>