

## Monash University Procedure

<b>Procedure Title</b>	Key Procedures
<b>Parent Policy</b>	<a href="#">Key Policy</a>
<b>Date Effective</b>	08-September-2014
<b>Review Date</b>	08-September-2017
<b>Procedure Owner</b>	Executive Director, Buildings and Property Division
<b>Category</b>	Operational
<b>Version Number</b>	2.0
<b>Content Enquiries</b>	<a href="#">Facilities Sevices Clayton</a>
<b>Scope</b>	<p>All facility keys, including keys for all doors and all gates, as well as for cabinets or safes which were originally keyed through the university's Buildings and Property Division, on the premises of:</p> <ul style="list-style-type: none"> <li>• Monash University at the university's Australian campuses and off-campus facilities; and</li> <li>• Monash College Pty Ltd business units at the university's Australian campuses.</li> </ul>
<b>Purpose</b>	To prescribe the control, use and possession of keys at Monash University facilities in order to ensure an appropriate level of accessibility, security and protection is afforded to university staff and students, assets, property and facilities.
<b>PROCEDURE STATEMENT</b>	

### 1. Design of Keying Systems

- 1.1. Where a property not directly managed by the university's Buildings and Property Division is being considered for purchase or lease or is under construction or refurbishment, the responsible university Project Manager, Dean, Head of Department (or unit) or Faculty/Department/Unit Access Coordinator must ensure that adequate notification and communication in regard to facility access issues occurs with the university Buildings and Property Division, or the University Security Manager. The intended outcomes of such action are: adequate physical accessibility; security and protection arrangements; uniformity and compatibility with the university's existing keying system; and best practice and cost effectiveness.

#### **Responsibility**

Project Manager, Dean, Head of Department (or unit), or Faculty/Department/Unit Access Coordinator

- 1.2. Buildings and Property Division Representatives will, in consultation with the customer (faculty, department or unit), design and specify appropriate keying and associated equipment.

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### Responsibility

Buildings and Property Division Representatives

## 2. Key/Lock Fabrication

2.1. To obtain any of the following, contact Buildings and Property Division campus-based offices:

- Key cutting
- All mechanical lock work on campus facilities, (either directly or indirectly through authorised external contractors)
- Specification of key/locking systems
- Request for keys
- Request for installation of locks

### Responsibility

Project Manager, Dean, Head of Department (or unit), Faculty/Department/Unit Access Coordinator

## 3. Faults and/or Damage

3.1. Damaged locks or conditions where locking devices are compromised through wear and tear, environmental or other conditions must be reported to Buildings and Property Division who will facilitate corrective action. Notification should be made via the Buildings and Property Division online 'Building and Engineering Information Management System' (BEIMS) or by calling the local Buildings and Property Division office.

### Responsibility

Any staff member noticing damaged or compromised locks

3.2. Damaged keys must be returned to a Buildings and Property Division office together with a new key requisition form should a replacement key be required.

### Responsibility

Any staff member or student with a damaged key

## 4. Issuance of Keys

4.1. Details of the authorised Faculty/Department/Unit Access Coordinator must be provided in writing to the relevant Campus Security Office. The Access Coordinator is delegated the authority of their Dean or department head to grant, deny or revoke access privileges to Controlled Areas for which the faculty or department is directly responsible.

### Responsibility

Dean or department head

4.2. All requests for university keys must be completed in the prescribed Key Requisition Form. All listed details are to be completed and the completed form must then be endorsed by the relevant Access Coordinator. No issuing of keys shall take place without such authorisation.

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### Responsibility

All those requiring keys

- 4.3. A faculty, department or unit must recover all keys from staff or students who are ending their employment or transferring to another faculty, department, unit or activity or who cease to be enrolled.

### Responsibility

Faculty, department or unit

- 4.4. Where the Executive Director, Buildings and Property Division determines that a breach of Key Policy or Procedures by a faculty, department or unit has compromised security, then associated corrective action costs may be sought against the faculty, department or unit.

### Responsibility

Executive Director, Buildings and Property Division

## 5. Records and Audits

- 5.1. Campus Security Supervisors are responsible for ensuring the maintenance of a local campus Key Record. Such local campus Key Records will contain details of all keys produced, persons to whom issued, returned keys and floor plans detailing locking layouts.

### Responsibility

Campus Security Supervisors

- 5.2. Individual faculties, departments or units must maintain the following records:

- **Faculty/Department/Unit - Key Issue Register** - A faculty, department or unit must maintain accurate records in the Buildings and Property Division specified format of all keys assigned to them including the key type/s and number/s, names and contact details of individuals to whom keys are issued, the date of issue and return or loss. A faculty, department or unit must document the issue and return of each key in their key issue register.
- **Faculty/Department/Unit - Contractor Key Issue Register** - A faculty, department or unit must record each issue and return of all keys provided by them to external contractors to space under their control in their local Contractor Key Issue Register.

### Responsibility

Faculties, departments and units

- 5.3. A faculty, department or unit must conduct half yearly audits of their key control records and take all such steps as is necessary to maintain appropriate key access control of their area.

### Responsibility

Faculties, departments and units

- 5.4. All Key Issue Registers must be made available on request by a university Facilities and Services or Security Representative for routine audit.

## Monash University Procedure

### Responsibility

Faculties, departments and units

## 6. Issuing of Keys to Contractors

- 6.1. Where contractors are engaged by a faculty, department (including Buildings and Property Division) or unit to undertake work and require a university key, the issue and return of any key must be recorded.

### Responsibility

Faculties, departments and units

- 6.2. Any contractor issued with a university key or keys must sign the Contractor Key Issue Register and in doing so be advised and acknowledge that:
- Any key issued must be used only in respect of the works they have been instructed to perform by the university.
  - They must return the key to the university by the agreed return time and date.

The contractor accepts full responsibility for any key issued into their custody including liability for any or all costs associated with key recovery and or re-keying due to their (contractor) loss, misuse, inability or refusal to return any university key.

### Responsibility

Contractors issued with university keys

- 6.3. Where a contractor is engaged by Facilities and Services, in addition to recording the issue and return of any key issued to a contractor, Buildings and Property Division staff will cross-reference this action with an Electronic Remote Work Order reference number, where applicable.

### Responsibility

Buildings and Property Division staff

- 6.4. A faculty, department or unit must ensure that the issue and return of contractor keys is monitored with appropriate frequency and keys issued to contractors remain at all times sufficiently controlled.

### Responsibility

Faculty, department or unit

## 7. Eligibility for Possession

- 7.1. Keys to university facilities shall only be issued in accordance with the following key eligibility criteria.

### **GREAT GRAND MASTER KEY (GGMK)**

Operates multiple locks for multiple buildings; includes all external and internal building locks.

- **Eligible to Carry** - On-duty security personnel only MFESB (Fire Brigade).

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- **Responsibility to Request Key Issue** - University Security Manager.
- **Authority to Approve Issue** - Facilities and Services Manager.

### GRAND MASTER KEY (GMK)

Operates all internal locks within multiple buildings

- **Eligible to Carry** - Maintenance personnel, building attendants, ITS technical staff.
- **Responsibility to Request Key Issue** - Vice and Deputy Vice Chancellors, Vice President, Executive Director Buildings and Property Division, Buildings and Property Division Managers, Executive Director ITS, Deans, authorised Campus Security Representative.
- **Authority to Approve Issue** - Buildings and Property Division Managers, University Security Manager.

### MASTER KEY (MK)

Operates one group of locks internally within a building

- **Eligible to Carry** - Senior faculty or department personnel as needed to perform their duties, employees who must work other than normally scheduled university business hours.
- **Responsibility to Request Key Issue** - Deans, Heads of Department, relevant Faculty/Department/Unit Access Coordinator.
- **Authority to Approve Issue** - Buildings and Property Division Managers, Campus Security Supervisors, University Security Manager, Divisional Directors, Deans.

### GENERAL ISSUE KEY

- **Eligible to Carry** - Employees and students who require authorised access to specified areas.
- **Responsibility to Request Key Issue** - Deans, Heads of Department, relevant Faculty/Department/Unit Access Coordinator.
- **Authority to Approve Issue** - Campus Security Supervisors, Buildings and Property Division Managers, University Security Manager.

#### Responsibility

As per "Authority to Approve Issue" statements in the preceding section

7.2. In order to maintain the overall integrity of the university keying system:

- Great Grand Master Keys (GGMK) keys are not available on request and will be held securely in Campus Security Offices.
- Grand Master Keys (GMK) shall not be taken off university property unless the keys are required for immediate use at a remote university facility.
- Grand Master Keys (GMK) and Master Keys (MK) shall be physically secured when not in personal use.

#### Responsibility

Any person issued with a GGMK, GMK or MK

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7.3. GGМК and GMK Keys, when not in use, must be locked in either:

- An unmovable combination or key safe, or
- A secure University Security Manager approved environment. All secure receptacles must be suitably constructed and approved for this use by the University Security Manager (or authorised security representative).

### Responsibility

Any person issued with a GGМК or GMK

## 8. Use of Keys

8.1. Persons using keys must ensure any areas accessed are left in the appropriate locked or unlocked position depending on the areas operational status at that time. Doors shall not be propped open or left in an unlocked position during hours when a building or facility is normally closed to others.

### Responsibility

Persons using keys

8.2. University employees shall not unlock buildings or rooms for another individual unless proper identification is established and they have personally verified that individual's current right of entry to the room/building/facility.

### Responsibility

University employees

8.3. Persons issued with university keys shall ensure they are adequately secured at all times and not be left accessible to others.

### Responsibility

Persons issued with university keys

8.4. A faculty, department or unit issued with a GMK key is responsible for maintaining an effective issue and return system for such keys.

### Responsibility

Faculty, department or unit issued with GMK

## 9. Lost Keys

9.1. The authorised holder of any university key believed lost or stolen must immediately notify and report details to the campus security office as well as the faculty department or unit of origin.

### Responsibility

Authorised holder of any lost or stolen university key

9.2. A faculty, department or unit receiving a report of the theft or loss of any university key must likewise immediately notify the Campus Security Office and record details in the Key Issue Register.

## Monash University Procedure

### Responsibility

Any faculty, department or unit receiving report of theft or loss of university key

- 9.3. The Campus Security Office will, as soon as practical, notify or confirm the details with the relevant faculty, department or unit from which the lost or stolen key originated.

### Responsibility

Campus Security Office.

- 9.4. Campus Security will complete a security incident report with details of the loss and key type.

### Responsibility

Campus Security Office

- 9.5. Loss of Master Key - In the event that a Great Grand Master Key (GGMK) or a Grand Master Key (GMK) is lost or stolen, the Campus Security Office (on receiving and confirming such details) must immediately report all details to the University Security Manager.

### Responsibility

Campus Security Office

- 9.6. The University Security Manager, the Manager Campus Services and Risk and Compliance will then assess the impact of such loss and make a recommendation to the Executive Director, Buildings and Property Division.

### Responsibility

University Security Manager  
Manager Campus Services  
Risk and Compliance

- 9.7. Where a university key is lost or stolen through negligence or omission, a faculty, department or unit may request the reimbursement of reasonable costs associated with key replacement and/or physical re-keying of affected locks.

### Responsibility

Faculty, department or unit

- 9.8. A faculty, department or unit can, where determined by the Executive Director, Buildings and Property Division, be held responsible for costs associated with re-keying due to a violation of this Policy by staff or students under their administration.

### Responsibility

Executive Director, Buildings and Property Division

- 9.9. Found keys should be notified and returned as soon as possible to the nearest Campus Security Office.

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### Responsibility

Any person finding a university key

## 10. First Point of Contact

10.1. The University Security Service provides training and assistance to faculties, departments and units (including training on completing/maintaining Key Issue Registers, forms, or interpreting policy).

### Responsibility

University Security Services

10.2. If you need help with:

- **Determining the type of key required for your area** - contact campus Buildings and Property Division office.
- **Obtaining a key** - contact your nominated authorised Faculty/Department/Unit Access Coordinator or campus Buildings and Property Division office.
- **Reporting a lost key other than a Grand Master Key or Great Grand Master Key** - contact your nominated authorised Faculty/Department/Unit Access Coordinator or campus Buildings and Property Division office.
- **Reporting a lost Grand Master Key (GMK) or Great Grand Master Key (GGMK)** - report to University Security immediately on ex 333.
- **Interpreting this key policy** - your local Buildings and Property Division officer or University Security advisory office.

### Responsibility

Any person requiring assistance with key-related matters

<b>Responsibility for implementation</b>	Executive Director, Buildings and Property Division
<b>Status</b>	Revised
<b>Approval Body</b>	<b>Name:</b> Chief Operating Officer and Senior Vice-President (Administration) <b>Date:</b> 08-September-2014
<b>Definitions</b>	
<b>Legislation Mandating Compliance</b>	
<b>Related Policies</b>	
<b>Related Documents</b>	