

## Simmons Key Management Policy

Date Created: August 2014  
Date Modified: November 2018

Questions about this Policy should be directed to the Simmons University Facilities Department at 617-521-2525.

### Purpose

Simmons University established this Key Policy to help ensure the campus environment is safe and secure. Controlling keys helps uphold the integrity of security. The Simmons University Public Safety Department (Public Safety) oversees access to building security. This Policy covers access to offices, classrooms, or other interior spaces. The Simmons University Facilities Department (Facilities) is responsible for ensuring that the University's key control system, key monitoring, and key distribution processes are well-controlled. Facilities is responsible for producing keys, maintaining locks, and maintaining records. Facilities ensures that only appropriate keys are authorized for distribution to faculty, staff, students, and others, in a manner that allows everyone to conduct their work without compromising University security.

This Policy describes procedures to manage, control, distribute, use, and return Simmons keys.

### General Procedures

All keys for Simmons employees must be requested by their manager, and non-employees must be requested by a sponsor. Facilities is responsible for reviewing and authorizing requests, for producing and distributing keys, and for recording all key and lock transactions.

Any employee leaving the University, or changing jobs within the University, is responsible for turning their keys into their manager. The manager is responsible for surrendering the keys to Facilities. **THCS will notify Facilities of all terminated employees.**

Residence Life controls all keys to individual residence hall rooms. Students are issued keys for their specific dorm rooms. Students must immediately report all lost/stolen Simmons keys to Facilities. University keys are Simmons property and may be collected at any time by Facilities.

Unauthorized fabrication, duplication, possession, or use of keys to Simmons interior space is a violation of this Policy. Employees found in violation of the Policy may be subject to disciplinary action up to and including termination from employment. Non-employees, contractors, etc., found in possession of unauthorized University keys will have their keys confiscated and the individual or individuals will be removed from campus.

### Definitions

**Grand Master Key:** Provides access to all University interior space and all locks within.

**Building Master Key:** Provides access to all locks within a specific building. *Examples: Palace Road Building, the Main College Building, Arnold Residence Hall, Smith Residence Hall.*

**Office Suite/Department Master Key:** Provides access to a group of locks within a building, typically the entry door to the suite and all offices within the suite. *Example: Keys to the Nursing Department, Keys to the Sociology Department, Housekeeping Contractor Closets, Mechanical Room Keys.*

**Individual Office Key:** Provides access to an individual office and often also to the suite door the office is within. *Example: Faculty or Staff occupying an individual office.*

**Manager:** A Simmons employee who supervises another Simmons employee.

**Sponsor:** A Simmons employee who authorizes access to Simmons buildings and facilities for a contractor, tenant, or other non-Simmons affiliate. A sponsor acts as the contact person for the individual or group. Sponsors must be designated by an Operating Team member or designee. *Examples: The Director of Scott Ross Center sponsors Jumpstart; Athletic Director sponsors Sports Center users; Director of Buildings & Grounds sponsors maintenance contractors.*

**Contractor:** A non-Simmons person, with a Simmons sponsor, that performs work at the University, for a defined period of time greater than five days within a month. *Examples: Aramark, C & W Services, and other contracted maintenance professionals.*

**Tenant:** A person or group renting or occupying space on campus with a Simmons sponsor for a defined period of time, to be greater than five days within a month based on a signed agreement with Simmons University, whether or not the agreement requires payment for the space. *Examples: Multi-year tenants with leases requiring monthly lease payments, Beacon Academy agreement for use of space with no monthly payment.*

## Key Eligibility Criteria

### Grand Master Keys

Restricted Grand Master keys access all buildings and rooms at Simmons. Losing control of a Grand Master key puts space at risk and could incur the cost of making new cores for all locks at Simmons. Therefore, distribution of Grand Master keys is highly restricted to anyone other than Facilities and Public Safety. Access to a Grand Master for anyone should be only through use of a KeyWatcher lockbox. The KeyWatcher digitally records all key activity and is monitored by Public Safety. Grand Master keys are to be maintained in the KeyWatcher; only persons authorized by Facilities and Public Safety may open the KeyWatcher. Grand Master keys will be distributed only if approved by the Director of Facilities and the Chief of Staff.

### Building Master Keys

Restricted Building Master keys access all rooms in a given building. Losing control of a Building Master key puts space at risk and could incur the cost of making new cores for all locks in the building. Therefore, distribution of Building Master keys is highly restricted to anyone other than Facilities and Public Safety. Access to a Building Master for Residence Hall buildings should be strictly through use of a KeyWatcher lockbox. Only employees approved by Public Safety and Facilities may access the KeyWatcher on the Main Campus. Residence Hall Building Master keys are maintained in a KeyWatcher on the Residence Campus. All other Building Master keys must be kept in a secure area. Building Master keys will be distributed only if approved by the Director of Facilities and the Chief of Staff.

### Office Suites/Lab/Departmental Area Master Keys

To ensure security, distribution of keys should be limited to those who absolutely need them. For example, if only one or two people open an office every day, not everyone in the suite needs the suite entrance key. Instead, Public Safety can be contacted to unlock any door at any time. Managers and sponsors should keep this in mind when requesting keys for individuals in their area. When a manager or sponsor wants to authorize a key for either a Simmons or non-Simmons person, they must complete the Key Request Form to process the key. Office suites, labs, and departmental area master keys will be distributed only if approved by the Director of Facilities and the Chief of Staff.

## **Key Request Procedure**

Facilities fabricates, or directly supervises contractors to fabricate, all key and lock changes for University spaces. The lock and key design used ensures security and convenience to personnel occupying campus facilities. Facilities maintains records of all keys for University facilities, including the names of individuals to whom keys are issued, and dates of issue/return/loss. University keys shall not be duplicated by anyone except Facilities.

### Employees

Managers must authorize key requests for their full-time and part-time staff and student employees of the University by completing the Key Request Form. A request in the Facilities work order system (SchoolDude or Fixit) must then be made with the completed Key Request Form attached. The default access for full-time and part-time employees is an individual office key to the employee's assigned office. Managers determine which employees also should be issued suite Master Keys based on department operations. Office suites, lab, and departmental area master keys will be distributed only if approved by the Director of Facilities and the Chief of Staff.

Facilities will review all requests for Master Keys. The Chief of Staff must approve the request for Master Keys on the Key Request Form. Requester can then create the work order to cut the key(s). Facilities will record the key(s) in their records and notify the employee to collect their key(s). Key requests should be expected to take up to 7 business days so requesters should plan ahead with this in mind. Keys ready for distribution will be held in the Facilities office, located

in MCB E-008. Individuals collecting their keys must present a Simmons ID and personally retrieve their key(s) so they may sign the Key Request Form.

Any keys requested by managers for employees other than the default key access defined above, including any high security areas (e.g. alarmed areas) or building Master Keys, must also be approved by a Vice President or Dean on the Key Request Web Form. The Chief of Staff will give final approval only if she determines that the request does not compromise office security. Higher security keys may take Facilities longer to process, as they require more extensive approvals.

***Note: generally, student employees should not be issued keys. However, in some cases a manager may request a key for a student who needs access. Any requests for keys for students require approval of a Dean, Vice President or Associate Vice President. When the student no longer requires access, the manager must collect the keys from the student and return them to Facilities.***

Managers are expected to comply with key control policy and to adequately maintain control over distribution of keys within their area. Managers may not redistribute keys in the event of a change in Simmons or contractor personnel. Managers must require personnel who have submitted their resignation to surrender their Simmons-issued keys. The manager is responsible for collecting all outstanding keys and returning them to Facilities. THCS will notify Facilities of all employee terminations.

For employees who are changing positions within Simmons and require different key(s), the manager must collect the existing keys, return them to Facilities, and submit a request for new key(s).

In no case should existing keys be transferred among employees or contractors. Managers should prepare key requests for all new employees so that Facilities can properly maintain their records.

#### Contractors, Tenants and Others non-Simmons Affiliates

A sponsor must submit a Key Request Form for all contractors, tenants, and non-Simmons affiliates who require access to locked areas on campus to conduct their work. Facilities will approve requests, prepare key(s), and account for them in their records

Individuals approved for keys must go to Facilities, present a Simmons ID, and personally sign for and pick up the keys they are issued.

Sponsors are responsible for managing the full life cycle of all keys distributed to their contractors or tenants. Sponsors will collect all keys from contractors and tenants at the end of their defined work or when there is significant turnover in the contractor or tenant personnel and return them to Facilities for record-keeping purposes. All costs of key recovery or re-keying related to unreturned keys will be the responsibility of the sponsoring department.

At least at the end of each academic year, Facilities will review all keys issued to contractors, tenants, and other non-Simmons affiliates to ensure the distribution is still appropriate and to ensure keys have been collected for any individuals no longer affiliated with Simmons.

## **Special Provisions**

The Internal Auditor will conduct random department audits of issued keys to ensure compliance with this policy.

Requests for replacement keys that cannot be accounted for will not be authorized until an incident report is filed with Facilities.

## **Lost or Stolen Keys**

Any lost or stolen keys must be reported to Facilities immediately at 617-521-2525. Facilities will generate an incident report to document the circumstances of the loss. They will not issue replacement key(s) until the incident report is complete.

The Key Request Form must be submitted to order replacement keys. All required approvals per the original key request procedures apply.

There are high costs associated with lost or stolen keys, especially when it involves replacing the lock-core of all doors accessed by a lost suite or master key. The cost of key and lock replacement may be charged to the department with the lost key.

A request to have the lock-core changed may be initiated by an Operating Team member after consultation with the Chief of Staff. Final decisions about whether locks need to be changed will be made by the Chief of Staff based on determination of security needs.

## **Key Security**

Individuals are personally responsible for the use of Simmons-issued keys until the keys are returned upon departure from Simmons or transfer to another position/location. Individuals shall never transfer or loan Simmons-issued keys to anyone else.

No one shall prop or otherwise hold doors open or leave them unlocked during hours when the facility is normally closed or when the space is unoccupied. Anyone opening a window must ensure that the window is closed and locked before leaving that space at the end of the work day.

Key holders shall not use their keys to unlock rooms for others unless the individual has a valid, verifiable reason and proper identification for access, or is known by the employee to have legitimate need for access to the room or building. If someone needs temporary access to a locked space, they should be referred to Public Safety. If you observe a suspicious person, report them to Public Safety immediately.

## **Unlock Requests**

In the event that access to an otherwise secured area is required, the following procedures should be followed:

### General Classrooms

Public Safety is responsible for unlocking general classrooms and meeting rooms.

### High Security Classrooms

High security classrooms are generally labs such as technology labs, nursing simulation labs, and labs containing chemicals. Some of these rooms are accessed through card readers. Some are accessed by keys. The sponsoring department manages access to high security classrooms. Each semester, the sponsoring department submits an access request form to Public Safety listing all students that will be allowed into these high security classrooms. For rooms accessed by keys, the processes in this Policy will be followed. For rooms accessed by ID card, see the Simmons ID Card Access Policy for more information.

### Offices

Individuals locked out of their own offices should contact the Public Safety 617-521-1112 for assistance. An officer will be sent to verify identification and provide unlock.

***NOTE: Public Safety will only unlock offices for individuals formally assigned to the office. Requests by individuals for access into an office other than their own will not be honored without the approval of the designated office occupant. Exceptions may be made based on extenuating circumstances, at the discretion of the Public Safety Supervisor, and upon proper identification of the party requesting access and documentation of a valid reason access is needed. If such access is provided, Public Safety will issue a report providing the details for record-keeping purposes.***

## **Residence Halls**

Access into all Residence Halls is controlled by card access. Students access their assigned dorm rooms with keys, produced by Facilities, which are assigned and distributed by Residence Life.

### Student Room Keys

Students sign out a room key for their assigned room on the day they move in. Students should report lost room keys to the Office of Residence Life at 617-521-1096 or [reslife@simmons.edu](mailto:reslife@simmons.edu). The Office of Residence Life will create a work order for Facilities to re-core the associated lock. The student can check out a temporary key from the Office of Residence Life while the lock is being replaced. The student will also be charged \$50 for this service through Student Financial Services.

### Building Master Keys

Resident hall building Master Keys are housed in the KeyWatcher lock box located on the residence campus. Residence Life and Facilities have access to these keys during their shift and are expected to return all keys to the KeyWatcher at the end of every shift. Transactions made in the KeyWatcher are tracked through a software database and monitored by Public Safety.

Students requiring assistance with Residence Hall room keys should contact Residence Life at 617-521-1096 or [reslife@simmons.edu](mailto:reslife@simmons.edu). There may be circumstances, such as maintenance needs, when a non-occupant needs access to a student room. This will be executed in accordance with the Student Housing Contract. Residence Life will supervise non-occupant room entries whenever required.

## **Other Areas**

Generally, access into other locked areas on campus must be authorized by the person in control of the area in question. Contact Public Safety whenever special access is required.

## **Emergency Access**

In case of emergencies (e.g. urgent maintenance, fire, etc.), Public Safety and Facilities personnel may enter any secured campus location at any time.

### Facilities Access (Off-hours)

Facilities staff members who require access to areas on campus during off-hours will do so using the key ring housed in the KeyWatcher lockbox or via Public Safety. These keys must be returned to the lockbox at the end of the shift.

## **Summary**

The goal of this Policy is to encourage all members of the University community to take responsibility for ensuring building security by complying with the key control measures outlined in this Policy. Cooperation and compliance with this Policy is necessary for the continued safety and security of the Simmons University community.