



LOCKS AND KEYS POLICY

1.0 Purpose

To provide a set of key control and accountability procedures, to regulate the issue of keys, to maintain an accurate record of keys held, and to preserve The University of Queensland (UQ) restricted keying system.

2.0 Scope

- 2.1 This Policy applies to all buildings owned by UQ on all University sites.
- 2.2 The UQ keying system provides a unique locking system for the University under a restricted key profile. The system allows the development of sub-systems of locks, using keys that must be specially cut for their intended application. Each building will have a "Grand Master" system providing one key profile, of which the Grand Master key (GMK) can be used to open all doors in the building. See Figure 1 below for a schematic of the key system.
- 2.3 In addition, a series of "Master" key (MK) systems are provided within the Grand Master key system, which utilise a key profile capable of opening all rooms or a specific grouping or classification of rooms within a building. The UQ Manager Security, in consultation with Heads of Organisational Units, will ascertain the needs of each Organisational Unit using a building.

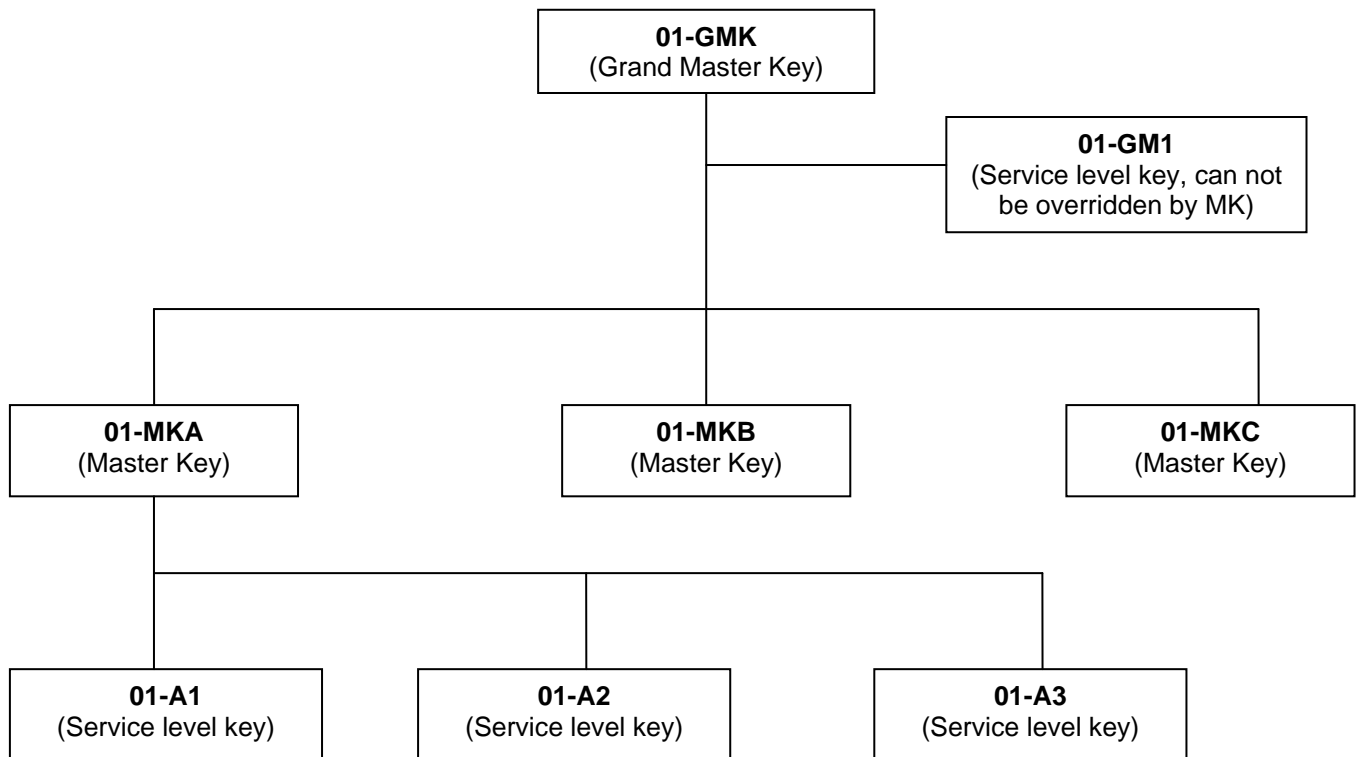


Figure 1: An example of a building keying structure. NOTE: Service Level keys refers to room and base level keys (not Services Keys which are plant, electrical and cleaner room keys only able to be ordered by P&F).

3.0 Responsibilities

3.1 Manager Security (MS)

The UQ Manager Security is the University Key Custodian and has the overall responsibility for the development, implementation and maintenance of the University Locks and Keys Policy and Procedures.

3.2 Technical Officer Security (TOS)

Technical Officer Security has the task and responsibility for ensuring compliance with the University Key Policy and Procedures in the day-to-day administration of key activities.

3.3 Heads of Organisational Units

Heads of Organisational Units (i.e. Executive Deans, Head of Faculties, Schools, Centres, etc.) are responsible for:

- 3.3.1 Ensuring their Organisational Unit adheres to the University Locks and Keys Policy and Procedures
- 3.3.2 The appointment of an Organisational Unit Key and Deputy Key Custodian and forwarding their name and contact details to TOS under the provisions of the [Key Procurement \(PF-S/v3-op28\)](#) procedure.
- 3.3.3 Heads of Organisational Units may impose a deposit of no more than AU\$50 prior to a temporary key issue for Visitors or Temporary staff to ensure the return of any key/s issued.
- 3.3.4 Heads of Organisational Units are responsible for all cost associated with the re-keying of their respective areas should a University key be lost or stolen. Generally if a key is stolen then the University Insurance Office may consider outlaying re-keying costs apart from the set excess amount, however, this is subject to confirmation from the University Insurance Manager.

NOTE: The Manager Security is the University Key Custodian and as such is responsible for the integrity of the UQ key system. However, authorised Key Custodians are responsible to their Organisational Unit Head, and the Manager Security, for the correct management and security of all keys issued to and used by that Organisational Unit.

3.4 Key Custodians

The Organisational Unit Key Custodian is responsible to the Head of Organisational Unit for:

- 3.4.1 Issuing of keys within their area and the maintenance and accuracy of the Organisational Unit's Key Register (form PF347) and Key Schedule (form PF320). Note: Key Registers and Key Schedules should be recorded and saved electronically – form found via the P&F Security Section website (<http://www.pf.uq.edu.au/security-pols.html>).
- 3.4.2 The security of the Organisational Unit's Key Register (form PF347).
- 3.4.3 Secure storage of unused or infrequently used keys in a lockable cabinet. The key to this cabinet should be available only to the Head of Organisational Unit and to the Key Custodian.
- 3.4.4 Ensuring that key holders report lost keys to the Key Custodian immediately (Organisational Units will be responsible for costs incurred for the changing of locks and key replacement).
- 3.4.5 Immediately reporting all lost, stolen or damaged keys to Technical Officer Security (TOS) by email to: SecurityTechOffice@pf.uq.edu.au.
- 3.4.6 Collecting and returning all deposits to Temporary Staff or Visitors (subject to Organisational Unit Policy). All deposits are to be lodged with the University Cashier and the receipt to be kept by the Organisational Unit Key Custodian.
- 3.4.7 Submitting all lock and key **maintenance** Work Requests to the UQ Property and Facilities (P&F) Works Control Centre (WCC) via the P&F Works Control Centre (WCC) 'Online Work Order System' - <http://wccrequest.pf.uq.edu.au/>.
- 3.4.8 The purchase and receipt of all keys ordered from the University contracted Locksmith and as detailed in the [Key Procurement \(PF-S/v3-op28\)](#) procedure.
- 3.4.9 Submit all new works requests for locks and lock furniture (i.e. change or swapping of cylinders, change of lock functions, removal/installation of cylinders, locks and other lock furniture, etc.) to the P&F Security Technical Office via email (SecurityTechOffice@pf.uq.edu.au).
- 3.4.10 The handing over of all keys and related documents during the relocation of space, in accordance with the Key Procurement [Key Procurement \(PF-S/v3-op28\)](#) procedure.

3.5 Key Holders

- 3.5.1 All keys remain the property of UQ and each key holder must:
 - Ensure all keys issued to them are kept safe and secure;
 - Lodge cash deposits if called upon to do so;



- Return the keys to their Organisational Unit Key Custodian when ceasing study, employment, or completing assignments or other activity for which the key/s has been provided, or, if requested by the Key Custodian;
- Report the loss of any key to the Key Custodian immediately;

The Key Holder **must not**:

- Assign keys to other persons;
- Obtain or attempt to obtain key duplicates.

3.5.2 Where the key holder is unable to produce the issued key (i.e. lost, stolen, etc.), they are required to, as soon as practicable, provide the Key Custodian a written statement setting out the facts and circumstances of the inability to produce the key.

3.6 Ipswich

- 3.6.1 The Ipswich Pro-Vice-Chancellor (Academic) or delegate is responsible for ordering and issuing all Ipswich building keys, and maintaining a soft copy key register and key schedule, in accordance with the [Key Procurement \(PF-S/v3-op28\)](#) procedure.
- 3.6.2 The P&F Maintenance Manager Gatton and Ipswich is responsible for ordering and issuing all Ipswich services keys, and maintaining a soft copy key register and key schedule, in accordance with the [Key Procurement \(PF-S/v3-op28\)](#) procedure.
- 3.6.3 Security is responsible for issuing keys and maintaining the hardcopy key register located in the Ipswich Security Office.

3.7 Gatton

- 3.7.1 The P&F Maintenance Manager Gatton and Ipswich is responsible for ordering and issuing keys to all Gatton P&F staff and maintaining of the key register in accordance with the [Key Procurement \(PF-S/v3-op28\)](#) procedure.
- 3.7.2 The Manager of the Centre for Advanced Animal Science (CAAS) is responsible for ordering and issuing keys for the CAAS facility. All CAAS keys must be ordered via the Technical Officer Security, St Lucia, due to the high risk of this facility and the requirement to maintain a checking process for the ordering and distribution of keys.
- 3.7.3 The Gatton Campus Manager is to appoint a Key Custodian and Deputy Key Custodian for each of the Schools at the Gatton Campus. The nominated Key Custodians will then be required to order keys in accordance with the [Key Procurement \(PF-S/v3-op28\)](#) procedure.
- 3.7.4 All approved Key Custodians at Gatton Campus are responsible to maintain the Key Register (form PF347), the Key Schedule (form PF320) and the Key Custodian Authorisation (form PF493) forms and all provisions under the [Key Procurement \(PF-S/v3-op28\)](#) procedure.

4.0 Distribution of Keys

4.1 Keys will be issued to an Organisational Unit, as a general rule, only for space occupied or used by that Organisational Unit.

4.1.1 The **initial issue** of keys will consist of:

- 2 x Grand Master keys (GMK), i.e. opening all doors in a building, to the Organisational Unit **having sole occupancy of a building**. **GMKs are not to be taken off campus**. GMKs are restricted to ensure the integrity of the UQ keying system. If further GMKs are required, the Head of Organisational Unit **must** log a request with the Works Control Centre (WCC), UQ Property and Facilities Division, as per the [Requesting High Risk Keys \(PF-S/v5-op07\)](#) procedure. This request will then be sent to the Manager Security for approval.
- An appropriate number of each Master key (MK), i.e. opening all rooms in a specified area within a building or opening a series of rooms, such as laboratories, seminar rooms, etc., will be issued to the Heads of Organisational Units or to their delegates.
- 1 x key admitting entry to the room that a person most commonly uses and/or is permanently housed in. Each occupant of a room is entitled to one key for the door to that room.

- 1 x key admitting entry to the building to each person provided with a room key as above, when it can be positively established that access to the building is required after normal working hours. The issue of a building entry key will not be provided if that building entry is fitted with electronic access control. In this case, the Student or Staff Identification card will be programmed and used in place of a key.

4.1.2 All **PC3 labs and ITS data centres** are to be accessed via a valid electronic access card only, as directed by the Workplace Health and Safety Unit and the University Executive.

4.1.3 Access to all Services areas (i.e. **plant/electrical/communications/cleaners rooms/areas, lift motor rooms, lift servicing areas, lecture theatres, oval lights, shared facility services rooms and high voltage areas**) are restricted to the P&F Division and UQ Information Technology Services (ITS) Section. Keys for these areas can only be requested from the Works Control Centre (WCC), UQ Property and Facilities Division, as per the [Requesting High Risk Keys \(PF-S/v5-op07\)](#) procedure.

Under no circumstances will Services keys be issued or loaned to Contractors other than by the P&F Division. The WCC is responsible for issuing services (i.e. electrical, plant, communications, and shared facilities) keys to P&F and other contractors as authorised by a P&F Supervisor or Project Officer. The P&F Security Section is responsible for issuing building GMKs to contractors on receipt of the proper authorisation from a P&F Supervisor or Project Officer. WCC and Security Section must exercise strict control and accountability of keys issued to contractors. Contractors must exercise strict control and security of all University keys issued to them to allow them to perform their work.

4.1.4 Areas of accommodation that require multi-use keys (e.g. common rooms, main laboratories) are to be considered for electronic access control or mechanical key pad access. Keys should not be used or issued for these areas.

4.2 Issue of keys beyond this normal scale are to be made by arrangement between the Head of Organisational Unit and the Manager Security.

4.3 All requests made subsequent to establishing and providing the initial issue, are at the expense of the Organisational Unit making the request.

5.0 Funding for Keys and Locks (New, Duplicate, Replacement and Maintenance)

5.1 Key and lock requirements for new capital works, rehabilitation projects, and consequential projects are funded by the relevant project.

5.2 All minor works/alteration projects funded by Organisational Units are to include allowance for all new lock and key hardware.

5.3 All new works for locks and lock furniture (i.e. change or swapping of cylinders, change of lock functions, removal/installation of cylinders, locks and other lock furniture, etc.) are to be funded by the Organisational Unit. These requests are to be sent by the authorised Key Custodian to the P&F Security Technical Office via email (SecurityTechOffice@pf.uq.edu.au).

5.4 Subsequent replacement of keys and cylinders due to lost keys will be funded by the Organisational Unit concerned as per **Section 7** of this Policy.

5.5 All maintenance costs or replacement of lock sets, or cylinders, caused by normal wear and tear, will be funded by the P&F Security Section. These requests are to be sent as per **Section 3.4.7** of this Policy.

5.6 The Locksmith contracted to the University shall be the only one who installs, removes and/or repairs locks and associated lock furniture at ALL times. The only exception being the University building/refurbishment projects run by P&F and changes made by the Project Contractors and/or Builders, who should use the University contracted Locksmith.

Organisational Units are not to install/remove/repair/hold on to any cylinders for re-use. This also includes cylinders for refurbishment projects.



6.0 Ordering University Keys

Refer to [Key Procurement \(PF-S/v3-op28\)](#) procedure for details.

7.0 Handover of University Keys When Relocating Space

Refer to Key Procurement [Key Procurement \(PF-S/v3-op28\)](#) procedure for details.

8.0 Loss of University Keys

The restricted key system used by the University is a major part of Security initiatives for protecting University property and in restricting access to unauthorised persons. When a University key is lost this must be reported to the Property and Facilities Security Technical Office via email, SecurityTechOffice@pf.uq.edu.au, by the Organisational Unit's Key Custodian as soon as possible.

It is UQ policy to re-key the area(s) affected by the loss of the key(s) to maintain the integrity of the UQ restricted key system, together with ensuring that the safety of persons and property is preserved. The decision to re-key and the timeframe for re-keying will be determined by a risk audit conducted by Security based on the consequences of the lost key possibly being used by unauthorised persons.

All contract documents must contain provisions for Contractors and Builders to obtain insurance and/or to indemnify the University from costs resulting from the loss of keys by contractors, their employees, or their agents. Any person or Organisation that has been issued with a University key is responsible for the full cost of re-keying the area concerned to the current University key standard on the loss of a key.

The Manager Security is responsible for the full process of recovering funds from any claims made against any person or contractors who have lost University keys.

9.0 Key Identification

University Keys are identified by a certain identification criteria, details are contained in the [Key Procurement \(PF-S/v3-op28\)](#) procedure.