KEY PROCUREMENT

1.0 PURPOSE
This procedure has been developed to ensure a timely and effective process for the ordering and delivery of keys for the University.

2.0 SCOPE
This procedure applies to all University sites and only allows for the purchase of nominated Low Risk keys. It does not allow for the purchase of High Risk keys (e.g. building Grand Master Keys and Services keys) which must be ordered through PF Assist, Property & Facilities Division (P&F). Refer to Section 11.2 of this document for further details on how to request for High Risk keys.

For details of how to identify Low and High Risk keys see Section 8.0 of this procedure.

2.0 RELEVANT PROCEDURE AND FORMS
The following forms and other procedures associated with this procedure are available via the P&F Security Section website - https://www.pf.uq.edu.au/security.

- Locks and Keys Procedure
- Key Register Form (PF347)
- Key Issue/Return Form (PF494)
- Key Custodian Authorisation Form (PF493)
- Low Risk Key Order Form (PF495)
- Key Schedule Form (PF320)

4.0 RESPONSIBILITIES
4.1 It is the responsibility of the Manager Security (MS), who is the overarching University Key Custodian, to ensure the effective delivery of this procedure and to ensure an effective network of Organisational Unit Key Custodians is established and trained in the use of this procedure across the University.

4.2 It is the responsibility of the Technical Officer Security (TOS) or delegate to keep a register of all Key Custodians; a hard copy of all Key Custodian Authorisation Forms (PF493); to maintain a global email address of all authorised Key Custodians; and to provide practical advice and training on the Locks and Keys Procedure (PF-S/v3-op10) and other relevant procedures to all Key Custodians and other authorised persons. TOS is also responsible for assisting University Organisational Units with any issues that may arise relating to the procurement of University keys.

4.3 It is the responsibility of Heads of Organisational Units to appoint a Key Custodian and Deputy Key Custodian for their area and to ensure that these people receive training in the methodology and use of this procedure. Further, the Head of the Organisational Unit must ensure that a University Corporate Credit Card is obtained and made available for the purchase of all keys for their organisational unit.

4.4 It is the responsibility of the nominated Key Custodian or Deputy Key Custodian to ensure they are fully conversant with the procedure; that they are authorised (see Key Custodian Authorisation Form PF493) to purchase keys (see Low Risk Key Order Form PF495) on behalf of their organisational unit; and, that they maintain an electronic copy of the Key Register Form (PF347) for all keys received and a hard copy of the Key Issue/Return Form (PF494) for all keys issued by and returned to their Organisational Unit. Relevant forms and procedure can be found at https://www.pf.uq.edu.au/security.

4.4.1 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.
4.4.2 It is the responsibility of the Key Custodian or Deputy Key Custodian to ensure all **lost keys** are reported to the Technical Office, Security, by a works request via **PFAssist** or through Service FM on ARCHIBUS as soon as practicable after any loss is discovered.

4.4.3 It is the responsibility of the Key Custodian or Deputy Key Custodian to immediately liaise with the University contracted Locksmith as soon as any **key ordered is found to be faulty**.

4.4.4 It is the responsibility of the Key Custodian or Deputy Key Custodian to ensure that an **annual audit** of all keys issued in their organisational unit is undertaken and the results attached to a works request or Service FM.

4.4.5 It is the responsibility of the Key Custodian to inform TOS of any **changes to the nominated Key Custodians** to ensure accurate records are maintained.

4.5 It is the responsibility of the **University contracted Locksmith** to ensure the process for providing keys is complied with and that all orders are processed in a timely and efficient manner.

The current University contracted Locksmith is:
John Barnes & Co (Qld) Pty Ltd
1/221 Evans Road
Salisbury, QLD 4107
Phone: (07) 3275 8888
Fax: (07) 3275 8852

5.0 **SECURITY OF UNIVERSITY KEYS**
The University uses a high security, restricted key system. University keys have a distinct profile that is applicable to the University only and cannot be duplicated. The restricted key system forms the first security barrier for all buildings and keeps your area safe and secure from trespassers and unauthorised persons who may steal items of value and money. It is **most important** that all Key Custodians and Deputy Key Custodians keep accurate and current records of all keys received and issued within their organisational unit.

All unused keys should be kept in a suitable locked key cabinet with the Head of Organisational Unit and Key Custodian or Deputy Key Custodian only having access. Misuse or non-accurate Key Register Form (PF347) records may expose your area to the risk of criminal activity. Key cabinets can be purchased from the University contracted Locksmith for reasonable prices. For example, the cabinet below, which holds 35 keys would cost approximately $100 - $150.
6.0 APPOINTMENT OF KEY CUSTODIANS
Organisational Units are to appoint dedicated Key and Deputy Key Custodians for their Organisational Unit, both of which are to be approved by the Head of the Organisational Unit. The Key Custodian should be a responsible person who is able to undertake purchase of High Risk keys and Low Risk (PF495) keys and to maintain a University Key Register Form (PF347).

Once a Key Custodian has been appointed, they must complete the Key Custodian Authorisation Form (PF493). This form is to be approved and signed by the Head of the Organisational Unit and attached to a works request https://archibus.uq.edu.au/archibus/login.axvw in Service FM on ARCHIBUS.

A copy of this form will be kept on file at the Security Section and the original will be sent to the University contracted Locksmith for verification of signatures for every order placed. It is important to note that key orders will NOT be processed by the University contracted Locksmith unless the signature is verified by the Locksmith using the prior supplied Key Custodian Authorisation Form (PF493).

7.0 RECEIVING AND ISSUING KEYS (By Key Custodians)
All Key Custodians should keep an ongoing up-to-date electronic copy of the University Key Register Form (PF347) of all keys received and issued by their Organisational Unit.

- When an Organisational Unit receives keys, the key is to be recorded on the Key Register Form (PF347) with the date received, the key number and other required information.

- When a key is issued the Key Custodian must enter into the "Issued" section of the Key Register Form (PF347) the date, name of person receiving the key and the name of the Key Custodian issuing the key. Also, a Key Issue/Return Form (PF494) must be completed and signed by the person receiving the key and witnessed by the Key Custodian issuing the key.

- Completed Key Register Form (PF347) and Key Issue/Return Form (PF494) should be retained by Key Custodians and kept in a secure place. Whilst the Key Register Form (PF347) may be kept as an electronic copy, the Key Issue/Return Form (PF494) must be kept as a hard copy so that signatures of persons receiving the keys are recorded as proof that the key was issued and to be produced should an internal audit be conducted by the University’s Audit or Security Sections.

It is important to note that key details must be kept accurately as you will require these details when you are ordering replacement, additional or new keys.

8.0 KEY SCHEDULE
The key schedule is a document matching the key/cylinder code to the room or space of a building. It allows the Key Custodian to determine which keys unlock what doors. The hard copy key schedule is normally issued to the relevant Key Custodian by the Technical Office, Security, after major building refurbishments and/or constructions. It is then the responsibility of the Key Custodian to maintain an up-to-date soft copy record by using the Key Schedule Form (PF320).

9.0 HANDOVER OF KEYS WHEN RELOCATING SPACE
The handover of keys from one Organisational Unit to another when relocating space is the responsibility of the Key Custodian of the Organisational Unit leaving the space. The Key Custodian must ensure they perform the following tasks during the relocation:

- Conduct final audit of keys
- Retrieve all outstanding keys from Keyholders
- Update Key Register Form (PF347) and Key Issue/Return Form (PF494) during audit and retrieval of outstanding keys
Handover a copy of the last updated Key Register Form (PF347), Key Issue/Return Form (PF494) and Key Schedule Form (PF320) to the Key Custodian of the Organisational Unit arriving at the space.

It is recommended that upon the handover of keys that the receiving Key Custodian of the Organisational Unit arriving at the space sign for all documents and keys handed over.

10.0 AUTHORISED KEYS
There are two main key authorisation levels used by the University.

10.1 Low Risk Keys
- Master Keys (MK) - for Organisational Units only
- Service Level keys, i.e. room and base level keys (NOT Services Area keys – see below)
- Keys for filing cabinets, cupboards, lockers, safes etc

10.2 High Risk Keys
- Great Grand Master Key (GGMK)
- Grand Master Key (GMK)
- General Master (GM) keys, i.e. keys for external building entry doors, access controlled doors, fire escape doors, common rooms, etc
- University Master System (UMS) key, i.e. old plant rooms
- Standby (BS or SB) keys – Security Section use only
- Services Areas keys – P&F Division use only. Includes: plant/communications/electrical/cleaners rooms/areas, lift motor rooms, lift servicing areas, lecture theatres, oval lights, shared facility services rooms and high voltage areas. Refer to Section 11.2 of this document for further details on how to request for High Risk keys.

11.0 PLACING AN ORDER
The only keys that can be ordered by the Key Custodian directly from the University contracted Locksmith are Low Risk keys. Any order placed by a Key Custodian for keys outside of the nominated low risk key category for organisational units will not be accepted by the University contracted Locksmith.

11.1 Low Risk keys
- Keys can only be ordered by an authorised Key Custodian.
- To place an order an authorised Key Custodian will be required to complete a Low Risk Key Order Form (PF495).
- All fields in the form must be completed and payment details must be made by a UQ Corporate Credit Card. If your area does not already have a UQ Corporate Credit Card, an application can be made to the Chief Financial Officer, Business Services Division, JD Story Building, St Lucia, in accordance with the University of Queensland Financial Practices Manual. It is important to complete the section relating to payment details otherwise the order will not be processed. There will be a nominal Delivery Fee charged by the Locksmith.
- Orders are to be faxed to the University contracted Locksmith on order form (PF495) – fax details at bottom of form. A fax is required for that the University contracted Locksmith can compare the signature against their database of authorised Key Custodians to ensure that the security of University keys can be maintained.
- The University contracted Locksmith will process the order, have it delivered to the UQ Mailroom where it will be placed in the Internal Mail for delivery to the authorised Key Custodian detailed on the Low Risk Key Order Form (PF495).
- Expected turn-around time is approximately seven (7) working days from the date the University contracted Locksmith receives the order with all the necessary information. Please allow at least this amount of time before following up on your order with the University contracted Locksmith.
- Incomplete/incorrect key order forms will be returned by fax to the requesting Key Custodian and the order will not be processed until all necessary and correct information is given on the form.
Note: Approximately 70% of all key orders for the University fit into the ‘Low Risk’ key category.

11.2 **High Risk keys**

- High Risk keys must be ordered through the Property and Facilities PF Assist via their ‘Online Work Order System’ as a ‘New’ works request. For a ‘New’ works request a PF108 form must be completed and attached to the work order. There is a link for the PF108 form on the first page of the ‘Online Work Order System’ web page.

- Requests for High Risk keys can only come from an authorised Key Custodian, and must already be approved by an Executive or Head of Organisational Unit before contacting the Property and Facilities (P&F) Division. It is necessary to include the following information on your order:
  - Key code (or cylinder code)
  - Quantity of keys required
  - Building(s) where the key(s) will access
  - Room(s) or location of door(s) where the key(s) will access
  - Key Custodian full name and contact details
  - Reason for the request and the Head of Organisational Unit’s written approval (i.e. a request for Great Grand Master, Grand Master Keys, or Services keys). The written approval must be attached to the online request.
  - UniFi account information (on the PF108 form)

- The expected turn-around time is approximately ten (10) working days from the date the Security Technical Office, receives the order with all the necessary information. Please allow at least this amount of time before following up on your order with the Security Technical Office.

12.0 **COST OF KEYS**

Pricing of University keys is outlined in a portion of the ‘Schedule of Rates’ in the UQ-Locksmith Maintenance Contract administered by the Manager Security. Under this contract, the University pays approximately 50% of the cost of the retail price of a key. The Schedule of Rates is amended from time to time as manufacturers adjust prices. It is the responsibility of the University contracted Locksmith to notify the MS of all price changes. All keys ordered by authorised University Key Custodians will be charged at the current rate under the contract.

13.0 **LOST OR DAMAGED KEYS**

In the event a key is lost, the Technical Office, Security Section, is to be notified by the Key Custodian via a works request as soon as practicable for further instructions.

14.0 **RETURN OF KEYS**

Staff who leave the employment of the University must complete The University of Queensland (UQ) Human Resources (HR) Departure Form obtained from Organisational Unit HR departments that includes the return of ALL University keys (and swipe cards) issued to those employees. All keys that are returned should be noted on the Key Register Form (PF347) and the key/s retained by the Key Custodian in a secure location for re-issue. Obsolete/damaged/unusable keys are to be returned to the University contracted Locksmith.

15.0 **KEY AUDITS**

All Faculties, Schools and other Organisational Units should conduct an audit of all keys held by those areas once every twelve (12) months to ascertain any inconsistencies with the University Key Register Form (PF347).

The results of this audit are to be sent via internal mail to the Technical Officer Security, Security Section, Property and Facilities Division, The University of Queensland, Level 2, Building 0042 or via a works request.
NOTE: Should the Manager Security or Technical Officer Security detect that there is a medium to high risk involved in any of the discrepancies found in the results of the Organisational Unit key audit, an additional key audit may be conducted by the Property and Facilities Security Section. In addition, the Property and Facilities Security Section may also conduct random key audits from time to time, at the discretion of the Manager Security or the Technical Officer Security.

16.0 KEY DETAILS

Every key and door lock has a code or a number allocated. It is very important to correctly identify the key that is required and/or the lock to which this key relates to, and that the exact key code is placed on the order form. This code should also be available from the Key Register Form (PF347) maintained by the Key Custodian if a key has been lost.

There are three main types of keys used on University sites:

- The primary current system is called Abloy Pro Tec. Abloy keys have a unique key number imprinted on the head of the key. The imprinted key number is linked to a key code. This key code is imprinted on the cylinder of the lock (see section 15.0 Door Locks for more details), not on the key itself. The key code is the information required when ordering an Abloy key.

- The secondary current system is called Bi-Lock. Bi-Lock keys are distinguishable by their ‘U’ shape and have a plastic head. Bi-Lock keys are stamped with the University crest and a key code stamped on the side of the head.

- All keys other than the Abloy Pro Tec or Bi-Lock keys will generally be stamped with a UQ crest and a key code that may consist of letters, numbers or a mixture of letters and numbers.
17.0 DOOR LOCKS

Most University doors have a lock cylinder where the key fits to activate the lock. Every cylinder where the key fits should be stamped with a code. If you are unable to obtain the key code for which the order is being placed, you can quote the cylinder code instead as all cylinder codes are directly related to a specific key.

Cylinder Code (e.g. 87-A1)          Cylinder Code (e.g. 14-1-GM2, 09-1-D32, 32-GM7)