



## Key issuing Procedure

<b>Category</b>	Property
<b>Type</b>	Procedure
<b>Approved by</b>	Director, Property Services
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<b>Sponsor</b>	Finance and Administration Manager
<b>Responsible Officer</b>	Administration and Finance Officer
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## Purpose

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The purpose of these procedures is to outline the management of issuing keys within Property Services. This includes:

1. Who keys can be issued to
2. Issue of keys
3. Key issue limits
4. Monitoring of keys
5. Return of keys
6. Key auditing
7. Lost or stolen keys
8. Misuse of keys
9. Termination of employment
10. Review of continued use

These procedures excludes keys issued for Capital Projects which will be outlined separately in the 'New Key Procedure'.

## Organisational Scope

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These procedures apply to all staff employed by The Property Services Division and should be read in conjunction with the Key Issuing Policy.

# Definitions

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**Keys** – for the purpose of these procedures a swipe card is also implied when referring to a key.

**Contractors** – include contractors, subcontractors and agency personnel that have been approved to work for The University of Otago Property Services.

**Approved Contractors** – an approved contractor has been approved by HR Health & Safety and has undergone Health and Safety training.

**Key Monitor** – is responsible for ensuring the staff underneath them adhere to the policy. For Property Services staff it is their Line Manager. For external contractors it is the relevant Facility Manager.

**Issuer** – Property Services Administration Office Staff.

**Key Holder** – Employees of the University and its subsidiaries and approved contractors.

## Policy Content

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### 1. Who keys can be issued to

To be eligible for a key a Key Holder must have the following:

- A University ID Card.
- If keys are issued to gain access to restricted areas the Key Holder must have authorised access which will be recorded and maintained in the system. Authorised access is only given to staff that have undergone approved and appropriate training.

Keys are issued for the purpose of accessing areas to carry out works and services in The University buildings.

### 2. Issue of Keys

- The Property Services Administration Office Staff will issue keys.
- The Issuer will record into the system who the keys have been issued to.

### 3. Key Issue Limits

- Key Holders must return keys by 9.00am on the return date specified by the Issuer.
- Restricted access area keys will only be issued to those Key Holders that have authorisation as above.
- Keys will only be issued up to a maximum of 5 days. If a key is required for longer written approval is required from the Key Monitor.
- If a key is required for longer than a month the Issuer must report back to The Administration Office to have the key sighted by The Administration Office Staff each month.
- Keys required during after hours, after 5.00pm and before 7.30am, will be issued by Campus Watch.

#### **4. Monitoring of Keys**

Administration staff will contact the Key Holder on the first day a key is overdue.

Key Holders authorised to hold keys for longer than month must report into the Administration Office and have the key sighted by The Administration Office staff monthly.

The Key Monitor will be notified when a key is 48 hours overdue.

After 5 days the Operations Manager will be notified there is a key outstanding and take the appropriate action.

Keys will be audited monthly and a monthly report provided to The Senior Management Team where non-compliance to the key policy has occurred – as outlined in the Key Issuing Policy.

#### **5. Return of Keys**

Keys to be returned by 9.00am on the specified return date.

Keys issued by Campus Watch must be returned to them.

#### **6. Key Auditing**

A monthly key audit will be performed. This will involve a physical stock take to verify system records. If a key is found to missing the lost key process shall be followed.

A monthly report will be provided to The Senior Management Team to notify of any issues that have arisen from the audit – as outlined in the Key Issuing Policy.

## **7. Lost or Stolen Keys**

Keys are valuable and should be treated with care.

If a key is lost or stolen during working hours, the Key Holder must contact the Administration Office staff immediately. The Administration Office Staff will contact the Facility Manager and if required the Facility Manager will arrange for the locks to be changed. In the event where the key is lost outside normal working hours, the Key Holder should contact Campus Watch immediately to arrange for the locks to be changed.

In the event the lost key is subsequently found by the Key Holder, it should be returned to the Administration Office as it will no longer be usable.

## **8. Misuse of Keys**

If a Key Holder is suspected of misusing their keys, then this will be reported to The Director of Property Services for comment and/or resolution.

Misuse of keys could include, but is not limited to:

- Inappropriate use of keys.
- Repeatable occurrences of not returning keys on the specified date.
- Repeatable occurrences loosing keys.
- Use of keys by someone other than the Key Holder.
- Failure to comply with any other University policy or procedure related to the use of keys.

Misuse of keys by the Key Holder may lead to:

- Possible internal disciplinary action.
- Being removed as a key holder.

- If an external contractor the Key Holder being charged for any costs incurred by The University.

Intentional misuse of a keys for personal gain is fraudulent behavior under The University's Fraud Policy and will be referred to the relevant authorities for the purposes of investigation and possible prosecution.

## **9. Termination of Employment**

If a Key Holder leaves the employment of The University (or its subsidiaries), it is their responsibility to:

- Return all keys in their possession.

## **10. Review of Continued Use**

As part of the monthly audit a review of issued keys and use will be performed by The Administration Office staff. It will be the responsibility of the Manager of the Administration Office Staff to report any recommendations to The Senior Management Team as outlined in the Key Issuing Policy.

If a Key Holder no longer has a need for their keys, they should return the keys to the Administration Office Staff at Property Services as soon as possible.

In all cases the Key Holder must not misuse the key (s).