Title: **Key and Combination Lock Control Program**

Policy #: EC-06

Purpose: This policy is established to provide an effective key and combination lock control system within the Beth Israel Deaconess Medical Center. Scope includes adherence to security standards for hardware, determining legitimate access, issuing authority and procedures for returning, requesting keys and/or combinations.

Policy Statement:

a. Keys are the property of BIDMC
b. Number of keys/combinations issued will be limited to the lowest number possible and issued keys/combinations will be on a "need to have" basis.
c. Keys issued are for the exclusive use of the end user. Duplicate or spare keys are not permitted. The transfer of keys from one employee to another is strictly prohibited.
d. Each department will have one authorized person (Department Manger or designee) that will be responsible for administering this control program within their respective department. Only the Department Manager will be able to authorize keys for their areas.
e. The Maintenance Department will maintain a record of all keys/combinations at the time of issuance.
f. Department Managers are accountable for all keys/combinations issued at all levels within their department. The end user is responsible for all keys issued in their name.

Procedure(s) for Implementation:

A) **Key Issuing**

1. The Department Manager or designee is the authorizing person(s) for requesting keys/combinations.
2. The authorizing person is responsible for generating key request forms, ensuring legitimacy, proper authorization, and extent of access. Each key request requires the name of the employee that will be the recipient of the key.
3. Building Master Level and Higher Level keys are restricted use and must be authorized by the Director of Maintenance Operations.
4. Key access by one department for another department requires approval of the accessed department manager. Requests for key/combination access to restricted areas such as pharmacy and telecommunications areas are reviewed with the Department Manager having responsibility for these areas.

B) **Key Returns**

1. When an employee terminates or transfers, the Department Manager will be responsible for collecting key(s) and returning them to Public Safety. All keys must be labeled to identify the Department and the person returning the key(s).

C) **Requesting New Keys or Combination Code**

1. Requests for keys or combination codes should be initiated by completing the **Key/Combination Request Form** Key Request Form Requests need authorization from the Departmental Manager. Each form is to be submitted by Fax to the Locksmith Shop at 5-5107.
2. Locksmiths provide keys and combination codes.
3. Requests are usually completed within 72 hours during normal business hours. The end user will be notified by email/phone when the key(s) or combination code is ready for pick up.
4. The Public Safety Office on Farr 1 will issue all keys and combination codes. At the time of pick up the employee being issued the key will be required to show proper identification and provide signature of receipt which is captured electronically.
5. Key(s)/combination not picked up within 30 days will be returned to the lockshop. Once keys are returned to the lock shop a new request is required.

D) **Request for Lost, Damaged, Broken Key(s) or Reissue of Combination Code**

1. Lost key(s) must be immediately reported to Public Safety. The employee along with Public Safety will complete the written report. This is required before a replacement key will be considered.
2. Maintenance Operations and Public Safety will evaluate the impact of the lost key and communicate to the Department Manager/designee the required course of action.
3. All requests for replacement keys require department manager's approval. Keys will be issued as soon as possible during normal business hours. Public Safety can provide immediate access during the interim.
4. Replacement charge for lost key(s) will be the employee's responsibility at a nominal fee of $5.00 for each key to cover costs. Employee is to pay the hospital cashier and present receipt to Public Safety when picking up new key(s).
5. A lost or stolen key(s) may require re-keying of the affected area. If required, the cost will be expensed to the department responsible for the lost key.
6. A broken, damaged or bent key shall be replaced at no cost to the employee upon receipt of the original key.

E) **Renovations and Relocations**

1. If rekeying is required due to a renovation or relocation the Facilities Project Manager will incorporate the needs of the affected department into the project plan. The project managers will work with Department Managers to ensure that the details of the rekeying project are communicated to the locksmith.

F) **Lock service and repair**

Requests for lock services and repairs are to be called into the Service Response Center at 2-0070.

Vice President Sponsor: Walter Armstrong Sr. VP Capital Facilities & Engineering

Approved By:

☒ **EOC Committee: 2/13/10** **W. Armstrong/K. Sands**
Co-Chair EOC

Requestor Name: Brendan Raftery, Supervisor General Maintenance

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Eliminated:

References: