



KEY CONTROL POLICY

Authority: Vice President Division of Administration & Finance

History: Updated 2023-08-03

Related Links: [Key Request Form; Lost, Stolen, or Unreturned Keys Form;](#)
[Key Policy; Security Key Box Policy/Electronic Lock Access;](#)
[Contractor/Event Key Deposit Form; Appeal Form](#)

Responsible Office: Beach Building Services

I. Purpose

This policy provides guidance and procedures for the control of keys to promote the safety and security of the University community and its property.

II. Scope

This policy applies to all CSULB departments and contractors being issued campus keys.

III. Policy

A. Responsibilities

1. Colleges

College Facility Coordinators are ultimately responsible for the control of keys issued to personnel in their departments. The College Facility Coordinator may assign some or all of these duties to a Designated Key Controller (DKC) person inside their college. The College Facility Coordinator or DKC will also notify Beach Building Services (BBS) when there is a change in the assigned DKC. Colleges and the Key Holder are responsible for paying fees associated with lost, stolen, or unreturned keys under their control based on the Lost Fee Schedule in section V. of this policy. An Appeal Form can be filed with BBS for review and consideration to waive costs associated with lost keys.

Responsibilities by the College Facility Coordinator or DKC includes:

- a. Completing the Key Request Form which includes obtaining the required signatures based on the level of key being requested prior to key issuance. Level of key being requested is defined in section III.D of this policy
- b. Insuring keys are kept in a secure location when not in use. Support in defining a secure location/solution can be requested by emailing BBS.KeyIssue@csulb.edu
- c. Documenting and reporting all instances of lost, stolen, or unreturned keys immediately by completing the Lost, Stolen, or Unreturned Keys Form and emailing to BBS.KeyIssue@csulb.edu. BBS and University Police Dept. (UPD) will determine if a rekey of the affected area is required.
- d. Conduct periodic key audits within their college departments as needed and support

- e. BBS in annual key audit associated with their college departments
- e. Maintain a key tracking log as a reference for tracking issuance and removal of keys and electronic key codes. Key Tracking Logs.
- f. Insure key holders under your control understand and practice the *Key Basics* as defined in section III.B in this policy
- g. Coordinating with BBS for removal of electronic key codes upon department transfer or at the end of employment with the university or when the need for the key code no longer exists
- h. Electronic key codes and electronic lock box codes are considered a form of keys. Requests for key codes accessing electronic locks or lock boxes will require the DKC to complete a Key Request Form.
- i. When requesting access to a security key box, the Security Key Box Policy/Electronic Lock Access form will need to be completed by the DKC.
- j. Please refer to section IV.A.4 in the policy when requesting key issuance to a contractor

2. Administrative Departments & Auxiliary's Under University Key Way

An Administrative Manager in the department is ultimately responsible for the control of keys issued to personnel in their department(s). The Administrative Manager may assign some or all of these duties to a Designated Key Controller (DKC) person inside their department. The Administrative Manager or DKC will also notify Beach Building Services (BBS) when there is a change in the assigned DKC. The administrative department and Key Holder are responsible for paying fees associated with lost, stolen, or unreturned keys under their control based on the Lost Fee Schedule in section V. of this policy. An Appeal Form can be filed with BBS for review and consideration to waive costs associated with lost keys.

Responsibilities by the Administrative Manager or DKC includes:

- a. Completing the Key Request Form which includes obtaining the required signatures based on the level of key being requested prior to key issuance. Level of key being requested is defined in section III.D of this policy
- b. Insuring keys are kept in a secure location when not in use - support in defining a secure location/solution can be requested by emailing BBS.KeyIssue@csulb.edu.
- c. Documenting and reporting all instances of lost, stolen, or unreturned keys immediately by completing the Lost, Stolen, or Unreturned Keys Form and emailing to BBS.KeyIssue@csulb.edu. Beach Building Services (BBS) and University Police Dept. (UPD) will determine if a rekey of the affected area is required.
- d. Conduct periodic key audits within their departments as needed and support BBS in periodic key audits associated with their administrative department
- e. Maintain a key tracking log as a reference for tracking issuance and removal of keys and electronic key codes. Key Tracking Logs
- f. Insure key holders under your control understand and practice the *Key Basics* as defined in section III.B in this policy
- g. Coordinating with BBS for removal of electronic key codes upon department transfer or at the end of employment with the university or when the need for the key code no longer exists
- h. Electronic key codes and electronic lock box codes are considered a form of keys. Requests for key codes accessing electronic locks or lock boxes will require the DKC to complete a key issuance form.
- i. When requesting access to a security key box, the Security Key Box Policy/Electronic

Lock Access form will need to be completed by the DKC

- j. Please refer to section IV.A.4 in this policy when requesting key issuance to a contractor

B. Key Basics

1. All CSULB employees will be assured access to their workspace. In most cases, keys will be issued directly to the person requesting the key(s) once required authorization signatures have been acquired by the Facility Coordinator, Administrative Department Manager, or DKC. As a Key Holder, individuals will assume responsibility for the safekeeping of keys while not in use and eventual return of university keys through their College Facility Coordinator, Administrative Department Manager, or DKC and Beach Building Services.
2. Lost, stolen, or unreturned keys will not be replaced until a report has been filed with University Police and a Lost, Stolen or Unreturned Form is on file with Beach Building Service Key Issue. If replacement keys are required, a copy of the Police report must accompany an approved Key Request Form.
3. Keys will be issued and access granted for the duration of the need, not by term of employment with the University. Duration of the need will be noted on the Key Request Form.
4. Key identification will be inscribed on the key by BBS. No other identification may be added to the key by others.
5. Transferring Level 1, 2, and 3 keys and sharing of electronic key codes directly from one person to another is **Not Permitted**. The Level of key being requested is defined in section II.B of this policy
6. Key holders shall NOT duplicate keys issued to them as defined in *California Penal Code 469. Additional keys must be requested utilizing the Key Request Form.
7. It is the responsibility of each key holder to insure safe keeping of keys while in use. If a key or keys are lost or stolen, they key holder needs to notify their Facility Coordinator, Administrative Department Manager, or DKC immediately.
8. Electronic key codes and electronic lock box codes are considered a form of keys. Requests for key codes accessing electronic locks or lock boxes will require the DKC to complete a key issuance form.
9. An Appeal Form can be filed with Beach Building Services for review and consideration to waive costs associated with lost keys.

C. Key Audits

1. Annually, BBS will provide a report of key(s) with corresponding key holders to the Facility Coordinator, Administrative Department Manager, or DKC in their college or administrative department. The college or administrative department will verify

possession of keys under their control and provide BBS with written verification of keys in their inventory within 60 days of receipt of the report.

2. Any discrepancies between BBS records and department inventory will be reviewed and reconciled by the Facility Coordinator, Administrative Department Manager, or DKC and BBS. The college and administrative department will be responsible for paying lost fees if keys are found to be unreturned during the audit. An Appeal Form can be filed with Beach Building Services for review and consideration to waive costs associated with lost keys.

D. Key Levels & Signatures Requiring Approval

Signatures of Approval Required are dependent upon the level of key requested

Level 1: **Grand Master:**

Operates multiple locks in multiple buildings

Master:

Operates all doors in a building, including exterior doors

Signatures required: VP Division of Administration & Finance, AVP BBS, and Dean or Division AVP

Level 2: **Sub-Master**

Operates multiple locks in a building

Signatures required: BBS FM Director, and Dean or Division AVP

Level 3: **Operating Key**

Operates office doors, work areas, or suites

Signatures required: Department Head, Facility Coordinator, or DKC

IV. Procedure

A. Key Issuance

1. Requests for keys or electronic cards/fobs must be submitted to Beach Building Services (BBS) using the Key Request Form. Electronic key codes issuance is handled on a case by case basis between the requesting department and BBS. Authorizing signatures will need to be obtained first before BBS will issue keys or electronic key codes/card/fobs to the requestor. BBS will review the key request form, insure that the appropriate department level signature(s) have been provided based on the level of key(s) being requested. If the required authorization signatures are missing, the form will be returned to the College Facility Coordinator, Administrative Department Manager, or DKC. This form is completed electronically and securely to promote sustainability on campus.
2. BBS will send an email to the key requestor when keys are ready for pick up. Keys should be picked up from BBS Key Issue within 48 hours of being notified.
3. The key requestor may pick up keys at BBS Key Issue during normal operating hours. BBS Key Issue operating hours can be found at the end of this policy and on the Key Request Form.
4. BBS will maintain key records in its database. BBS can provide College Facility Coordinators, Administrative Department Managers, or DKCs with reports of key records as

requested and will work with them to maintain the accuracy of these records as needed.

5. Contractors being issued keys at the request of the department will be required to submit a deposit prior to issuance of keys or electronic key codes/cards/fobs. A Contractor/Event Key Deposit Form needs to be completed and brought to Cashiers Office located in Brotman Hall before the issuance of keys. Deposit will be refunded upon completion of contract after all keys are returned to BBS. Key holders and colleges/administrative departments are responsible for paying fees associated with lost, stolen, or unreturned keys under their control based on the Lost Fee Schedule in section VI. of this policy.
6. Event coordinators being issued keys will be required to submit a deposit prior to issuance of keys or electronic key cards/fobs. A Contractor/Events Key Deposit Form needs to be completed and brought to Cashiers Office located in Brotman Hall before the issuance of keys. Deposit will be refunded upon completion of contract/event after all keys are returned to BBS. Event coordinators are responsible for paying fees associated with lost, stolen, or unreturned keys under their control based on the Lost Fee Schedule in section VI. of this policy
7. Electronic key codes and electronic lock box codes are considered a form of keys. Requests for key codes accessing electronic locks or lock boxes will require the DKC to complete a key issuance form.

B. Key Returns

1. Keys and electronic key cards/fobs must be returned to Beach Building Services located at the address listed at the end of this policy and can be found on the Key Request Form.
2. Facility Coordinators, Administrative Department Managers, or DKCs will need to notify BBS to enable removal of electronic key codes promptly when codes are no longer needed. Work by BBS for removing electronic lock codes may be a charge back to the department. BBS will advise at the time of request if and when these charges apply.
3. Keys will be issued and access granted for the duration of the need, not by term of employment with the University. Duration of the need will be noted on the Key Request Form.
4. Re-keying of a building or group of rooms may result in affected key holders being required to exchange old key(s) for new key(s). Facility Coordinators, Administrative Department Managers, or DKCs will be responsible for collecting the old keys prior to BBS issuing new keys.

C. Broken or Damaged Keys

If a key is broken, damaged, or otherwise defective, the key (or pieces) must be returned to BBS. There is no charge for replacing a broken, damaged, or defective key. A new key form is not required to replace a broken or damaged key once the pieces have been returned to BBS.

V. *Lost Key Fee Schedule & BBS Key Issue Hours of Operation*

Lost Key Fee Schedule		Contractor Deposit	Events Deposit
Grandmaster	\$1,000 each	\$1,000	\$500
Building Master	\$500 each	\$500	\$250
Sub Master	\$300 each	\$300	\$150
Exterior Key	\$150 each	\$150	\$100
Change	\$100 each	\$100	\$100
Fob/Card Keys	\$50 each	\$50	\$100
All Other Keys	\$25 each	\$25	\$100
Remove Electronic Key Codes	\$35 each		
Key Window Hours			
Monday through Friday			
8:00 a.m. to 5:00 p.m.			
Open during lunch hours			
Key Issue is located in the			
Facilities Management building at			
1331 Palo Verde, Extension 5-1807			

***California Penal Code 469:** *Any person who knowingly makes duplicates, causes to be duplicated, or use, or attempts to make, or has in their possession any key to a building or other areas owned, operated or controlled by the State of California, or any state agency, board, or commission, a county, city, or any public school or community college district without authorization from the person in charge of such building or area or their designated representative and with knowledge of the lack of such authorization is guilty of a misdemeanor.*