

**PSOM SPO Operations & Engineering Key Policy**

**Initial Date:** November 3, 2015

**Current Revision:** REV January 24, 2024

**Purpose:** To provide general guidelines for the manufacturing and distribution of hard keys at the Perelman School of Medicine, and to generally enhance the safety and security of the school. This policy shall apply to all Business and or rental spaces of the Perelman School of Medicine, including, but not limited to, Main Campus University Business where FRES is the preferred maintenance provider and Hospital of the University of Pennsylvania Business where HUP Physical Plant is the preferred maintenance provider.

1) **Definitions:**

- a) Key – also known as a hard key, a mechanical device used to open a lock within a door or furnishing.
- b) Patented Key – a seven pin Coremax proprietary key system patented by the Best Manufacturing Company.
- c) Soft Key – a device used for electronic security systems, i.e., Black key, Access Card, University ID, etc.
- d) Master Key – also known as a business master, a key designed to gain access to a Business, or most of a Business.
- e) Sub-Master – also known as a departmental master, a key designed to gain access to several locks or rooms in an individual department or grouping of locks or rooms.
- f) Change Key – an individual key used to gain access to an individual lock or room.
- g) Restricted Key – a key that requires authorization of specific individuals and or specific Departments within the School of Medicine for production.
- h) University Key – a key used to gain access to a room or rooms that are under the general control of a university department.
- i) FRES – Facilities and Real Estate Services, the University central facilities department that provides proprietary key and lock services through the University Lock Shop.
- j) HUP Physical Plant – The University of Pennsylvania Health System (UPHS, aka HUP) central facilities department that provides proprietary key and lock services through the HUP Lock Shops.

2) **Policy:**

- a) All keys for any University main campus Business or HUP Business will be made at the appropriate proprietary entity lock shop. University Business will be handled by FRES and UPHS Business handled by HUP Physical Plant. No keys are to be produced / reproduced by any outside vendors.
- b) All keys manufactured by FRES require a work order and a Departmental key request submitted by a Business Administrator; a 26-digit account code will be required.
- c) All requests for keys will be reviewed by the Security Department.
- d) Patented Keys
  - i) All Patented change keys require the signature of the Business Administrator for production, in addition to the other approvals as contained in this policy.
  - ii) All Patented sub-master keys require the approval of the Business Administrator, the O&E On-Campus Director or Senior Director, and Director of Security for production, and

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must be received directly by the Facilities and Operations Coordinator, O&E On-Campus Director, O&E Senior Director or SPO Executive Director in person, no substitutions allowed.

- iii) All Patented Business master keys require the approval of the O&E On-Campus Director and Director of Security for production and must be picked up or delivered directly to the O&E On-Campus Director in person. In absence of the O&E On-Campus Director, the O&E Senior Director or Executive Director of Space Planning and Operations may act on their behalf, no other substitutions will be allowed.
  - iv) All Patented keys shall be serial numbered by the FRES O&M Lock Shop as follows: MMY-NNN, four numbers a dash and three numbers. The MM is for the month, i.e., 01=January, 12=December; YY is for the year, i.e., 15=2015, 17=2017; and XXX is a number sequence in that month, i.e., 001 first key produced, 002 second key produced, etc. O&E will maintain the distribution and inventory logs of all patented master and sub-master keys.
  - v) All patented keys must be picked up and signed for by the appropriate individual. No person can sign for another's key unless given approved authorization.
- e) General (non-patented) Keys
- i) All Building master keys require the approval of the Business Administrator, the O&E On-Campus Director or O&E Senior Director and Director of Security for production and must be picked up or delivered directly to the On-Campus Director or Senior Director in person.
  - ii) All Building sub-master or change keys require the approval of the Business Administrator and O&E On-Campus Director and Director of Security and must be picked up by Facilities and Operations Coordinator or delivered directly to the O&E On-Campus Director.
  - iii) Production of restricted keys will be under the general management of the applicable Department within the School of Medicine having jurisdiction, i.e., Security, Morgue, PMACS, etc. FRES Lock Shop will maintain a listing of such restricted keys.
  - iv) Production of University keys will be under the policies, procedures, and general management of the applicable department within the University having jurisdiction, i.e., EHRS, FRES, etc. FRES Lock Shop will maintain a listing of such university keys.
  - v) Keys for furnishings, cabinets, etc. may be procured from approved outside vendors as appropriate.
  - vi) Soft key control systems are beyond the scope of this policy and under the purview of the Security Department at the School of Medicine and/or the Hospital of the University of Pennsylvania.
- f) The Security Department and the Director of Security are exempt from this policy and may request keys at their sole and exclusive discretion.

### 3) Key Management

- a) General Key Request Procedure
  - i) Standard key request (not project related) will be addressed through a departmental work request, complete with a budget code, to the Facilities and Operations Coordinator. Facilities and Operations Coordinator will send request to PSOM Security for approval and, once approval is received, will create the work request for the lock shop.
  - ii) Keys can be received by the Facilities and Operations Coordinator, O&E On-Campus, or Senior Director, unless otherwise approved by O&E Senior Director in writing.
  - iii) Keys will be inventoried upon receipt by the Facilities and Operations Coordinator. The

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- requestor will then be contacted and advised the keys are available for pick-up at SPO reception desk. Recipient will sign inventory book for proof of receipt at time of pick-up.
- iv) Any extra keys will be maintained in PSOM inventory.
  - v) Keys not picked up within 30 days of notification may be returned to the lock shop and require reordering.
  - vi) Occupants may not request keys directly from FRES or HUP without the appropriate work request paperwork.
  - vii) Occupants who have received approved key requests and have an emergent need may go directly to the Lock shop during working hours for change key requests only.
  - viii) Occupants should allow a 24-hour minimum turnaround on such paperwork requests from O&E.
  - ix) The FRES Lock shop can provide a key in the event of an emergency, but SPO O&E On-Campus Director must be notified verbally at time of emergency and the transaction documented in writing.
  - x) In general, unless there are mitigating circumstances, replacement of keys and any necessary re-coring is the responsibility of the key holder and key holder's organization.
- b) Project Key Request Procedure
- i) SPO PDC project team is responsible for reclaiming all keys from vacated areas when such spaces are part of a capital project. Keys are to be gathered, identified with basic area where keys were removed from (i.e., Business and floor number) and given to SPO O&E Facilities and Operations Coordinator. Facilities and Operations Coordinator will then return to SPO key inventory and update documents.
  - ii) Key requests will be submitted to the Facilities and Operations Coordinator, with a budget code and appropriate departmental work request, as early in the project process as possible. Facilities and Operations Coordinator will send request to PSOM Director of Security for approval and, once approval is received, will create the work request for the lock shop.
  - iii) Quantity of keys requested should match individual room occupancy, unless otherwise requested for specific areas. Additional and duplicate keys should be limited as much as practical.
  - iv) Key distribution
    - I. Project keys can be received by the Facilities and Operations Coordinator, On-Campus Director, or O&E Senior Director, unless otherwise approved by O&E Senior Director in writing.
    - II. Facilities and Operations Coordinator will inventory keys received from Lock Shop and provide to PDC Project Team for distribution among Occupants. PDC will be responsible for logging what is distributed to each occupant and provide that inventory and balance of undistributed keys back to Facilities and Operations Coordinator. Facilities and Operations Coordinator will update master inventory documents and storage.
  - v) Project patented keys should follow the Patented Key process outlined in Section 2.d with respect to numbering and receipt by SPO Staff.
- c) Inventory
- i) SPO Facilities and Operations Coordinator will maintain both the inventory log and physical inventory of keys and the history of all key requests. This includes all keys distributed, returned to inventory, or never picked up.

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- ii) SPO Senior Director will maintain office staff key rings and O&E master lockbox. The O&E Facilities & Operations Coordinator, will maintain the general key inventory.
- d) Key Return
  - i) All door keys and locksets furnished for any University and or HUP faculty shall remain the property of FRES and HUP, respectively. Upon separation of employment and/or student status, all keys must be returned to the individual department and the department can either reassign the key or return to SPO for inventory.
  - ii) Lab Closeout  
At the completion of a lab move and/or closeout, return all keys to the O&E On-Campus Director or Facilities and Operations Coordinator. Notify Security for spaces with electronic locks.

Lost or Stolen Keys

Lost or stolen keys must be reported to O&E within 24 hours of the discovery of the loss or theft. A replacement key may be issued. All costs incurred, including labor and materials for re-keying, shall be assumed by the department of the employee who has lost the key(s).

- e) Roles & Responsibility
  - i) SPO O&E Facilities and Operations Coordinator will manage the key requests, maintain the inventory and log, manage the security approval process, assist with key distribution, pick up keys from Lock Shop, manage key pick up process for standard, non-project requests.
  - ii) O&E On-Campus Director will maintain the O&E Staff key inventory and can pick up keys from the Lock Shop.
  - iii) PSOM Security will approve all patented key requests.
  - iv) Business Administrators will ensure Occupant key requests are submitted with the proper documentation and issue to the Facilities and Operations Coordinator as needed. They are still responsible for checking key / core work order status requests as needed.
- f) Key Ring Management
  - i) Key ring management will be conducted with best practice for custody. O&E Staff and the Housekeeping program must assure chain of custody for all key rings. Key rings provided to Housekeepers must be associated with the charge area only. BA key rings are to include keys that serve the charge business only.
  - ii) Key rings are not to leave the University / HUP campus. Housekeeping Management must distribute and collect charge key rings each shift.
  - iii) BAs are to keep Business key rings in a secure location in the SPO office when leaving the premises. The O&E Director is to be provided with access to the stored Business key rings when the BA is not on premises.