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Issue Date: March 13, 2018

Replaces: August 20, 2004

**1.0 POLICY:**

Access Services will be responsible for issuing all keys to authorized personnel. Assigned Building Operations and Energy and Water Services key administrators must authorize all requests for keys (see appendix A). Keys for employees must be requested by the employee's direct supervisor.

Prior to approval of secure master keys to mechanical and electrical rooms for non-Building Operations and Energy and Water Services personnel policy I-B-45 - Mechanical, Electrical and Roof Top Service Areas Access key request process must be followed.

Approval of Energy and Water secure master keys for the high voltage substation, high voltage switching keys, and keys for gas, water, electrical meters, and system padlocks can only be authorized by the Energy and Water Services key administrator.

Keys are assigned to a key set that are assigned to individual employees and may not be reassigned to another employee without following the key return and key request process. Keys may not be removed from a key set to ensure that keys do not get lost. Grand master and master keys will be on a secure ring. If keys need to be added or removed from a key set they are to be taken to Access Services, who are the only authorized group to do this.

Lockboxes are assigned to individual employees and can only be reassigned to another employee by the Building Operations clerical pool for Building Operations or by the Utilities Trades Manager for Energy and Water Services. Lockboxes are to be only used to store UBC keys.

Each set of grand master, master and service keys, must remain on campus at all times. They must be locked in an assigned lockbox when not in use. These lockboxes will be installed in the shops, zone offices and office areas where required. When not in a lockbox, key sets must be secured to the authorized user by means of a key chain or key back device.

A key audit of lockboxes may be conducted by management supervisors at any time to ensure keys are being returned to the lockboxes and have been properly equipped with the stores issue key back (see appendix B).

## **2.0 PROCEDURE:**

### **2.1 Key Request Process (see appendix C)**

- 2.1.1 The Manager/Head sends an email to the Clerk IV requesting a grand master or master key set for an employee
- 2.1.2 The clerical pool/Utilities Trades Manager assigns a lock box to the employee
- 2.1.3 The clerical pool completes an online key request (assigned lock box number to be added in the comments section of the on-line form)
- 2.1.4 An automated email notification will be sent to the authorized Building Operations/Energy and Water Services key administrator to review and approve the on-line key request
- 2.1.5 The access desk receives the on-line key request and processes the request
- 2.1.6 The clerical pool sends the assigned lockbox number and lockbox location to the Head/Manager
- 2.1.7 The access desk sends the clerical pool an email when the grand master or master key set is ready for pick up
- 2.1.8 The clerical pool/Utilities Trades Manager provides the employee with the lockbox number, lockbox location, the Building Operations Grand Master Key Policy I-C-06, and journal voucher deposit for keys
- 2.1.9 The employee picks up the lockbox change key from the clerical pool/Utilities Trades Manager and then goes to Stores and orders a key chain or key back to secure the grand master or master key set
- 2.1.10 The employee picks up the grand master or master key set from the access desk. These keys will be on a secure ring. Employee to attach the keyset to a key back device
- 2.1.11 The employee provides the clerical pool/Utilities Trades Manager with the grand master key set number that is then recorded in the lockbox master list

### **2.2 Unusable or Broken Keys**

- 2.2.1 If a key does not work or is broken it must be returned to the access desk by the employee the key is assigned to
- 2.2.2 The access desk will replace it with a new key which must immediately be secured to the grandmaster or master key set
- 2.2.3 Replacement keys must be stamped with the key set number at the locksmith shop
- 2.2.4 If a key gets stuck in a lock, and the locksmiths are unavailable or if it is afterhours, the key must be broken
- 2.2.5 The locksmiths must be notified of the location that the key was broken

### **2.3 Lost Key Reporting Process**

- 2.3.1 Lost grand master or master key sets must be reported as soon as practical and at a minimum by the end of shift to the employee's direct supervisor and manager
- 2.3.2 Every effort must be made to find the misplaced keys
- 2.3.3 If the key set cannot be found this must be reported to the Operations/Project Manager, Superintendent/Director and the Managing Director. The Operations/Project Manager will report the missing key/key set to Access Services on the same day the keys were misplaced

2.3.4 A critical incident report must be completed

**2.4 Key Return Process**

- 2.4.1 Employees leaving UBC, transferring departments or moving to a job within Building Operations/Energy and Water Services that no longer requires the use of grand master/master keys or certain keys must return their keys to their direct supervisor
- 2.4.2 The lockbox key must also be returned to the employee's direct supervisor
- 2.4.3 These master, grandmaster and any other keys must be returned to the access desk on the same day by the employee's direct supervisor. The lockbox keys belonging to Building Operations must be returned to the Building Operations clerical pool and lockbox keys belonging to Energy and Water Services must be returned to the Utilities Trades Manager
- 2.4.4 The lockbox spreadsheet will be updated by the clerical pool/Utilities Trades Manager to indicate a vacant lockbox

## Appendices

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Appendix A

Building Operations/Energy and Water Services Key Administrators

Building Operations Key Administrators

Operations/Project Manager, Customer Services

Director, Trades

Managing Director, Building Operations

Energy and Water Services Key Administrators

Managing Director, Energy and Water Services

Appendix B

Approved Key Back Device Example





# Building Operations Grand Master Key Policy I-C-06

## Appendix C

### Building Operations Key Request Process

Building Operations Grand Master Key Request Process and Storage (Policy I-C-06)

Last Update: March 2018

