

7/28/2022

STANDARD OPERATING PROCEDURE

VENDOR KEY AND ACCESS CARD ISSUANCE

PURPOSE: To define and clarify responsibilities regarding keys and access control between the various Facility Services functional areas and their interaction with our partners in Campus Safety. The goal is to ensure the security of campus buildings, access for employees, contractors, and vendors, and an efficient process with good communication amongst all parties.

General Information:

- Vendor key sets contain keys that access the majority of locations on campus and must be tracked and managed securely.
- **Facility Services** should be the primary point of contact for keys and access cards for their own vendors, not **Campus Safety**.
- Key sets may be signed out by vendors from the Cutten Maintenance Center Work Control desk during normal office hours, 7:00 am - 3:30 pm.
- **Vendors** must provide a company name, contact name, and phone number where they can be reached while in possession of the vendor key sets.
- Key sets must be returned on a daily basis by all vendors. No key sets may be taken overnight. Effort should be made on the part of the vendor to complete work and return keys to the desk by 3:30 pm. If work runs past this time, keys should be placed in the key drop box at the front entrance.
- **Vendors** assume responsibility for lost or stolen key sets, including the costs of material and labor to rekey affected areas.
- Key sets issued to employees for rental properties, Bernie's archives, or other specialty keys must be issued and returned on the same day.
- In an emergency situation **Campus Safety** will provide access to emergency responders as needed, prioritizing expeditious access to buildings.

Coordination with Campus Safety

- If the vendor will be on campus multiple days and/or operating outside of normal service hours, the **Point of Contact** for the vendor may arrange for the keys to be dropped off and picked up daily at the **Campus Safety Office**, pending their approval of the request. In this case, the Facility

Services **Work Control** prepares the keys and **Campus Safety** will distribute them.

- The **Point of Contact** for the vendor must submit an email request to **Campus Safety** at security-request@groups.bates.edu by 8 am the Friday prior to the weekend with the following information: Contractor name and onsite contact, time and location of access desired, and brief description of scope of work. **Campus Safety** will reply to the request with an approval or denial based on their workload for the period of time requested.
- The same process should be used for a request to **Campus Safety** for support to locate car owners and relocate vehicles if needed for contractor work. It is critical to provide as much advance notice as possible.
- If a contractor requests access after 8 am the Friday prior, the **Point of Contact** for the vendor should first email the same information above to security-request@groups.bates.edu and then follow-up the email with a phone call to dispatch prior to 3:30 pm Friday.
- **Campus Safety** will deny access to contractors who show up without prior arrangements, and refer them back to the **Point of Contact** for the vendor. If a contractor does not have keys or if **Campus Safety** does not receive an email to security-request@groups.bates.edu the contractor will be denied and referred back to their **Point of Contact**.

Responsibilities

- The **Point of Contact** for the vendor will ensure that the vendor is aware of the Key Issuance Policy and communicate the requirements for signing out and returning keys.
- Working with the **Campus Locksmith**, **Work Control** will create and maintain 5 sets of keys and 5 access cards for use by vendors on a daily basis.
- In addition to Vendor key sets, **Work Control** will maintain key sets for:
 - Rental Properties
 - Project specific or other specialty keys, as needed
- **Work Control** will create and maintain a log for tracking keys being signed out and back in again.
- **Work Control** will ensure that the key drawer is only unlocked while the office is occupied by **Work Control** staff. The key to the key drawer will be kept in the safe, whenever it is not in use.
- **Work Control** staff will check the key drop box on a daily basis, within the first hour of their shift, for any returned key sets.

- If any key sets have not been returned from a previous day, **Work Control** staff will notify the **Work Control and IT Systems Manager** and begin attempting to contact the vendor the keys were issued to.
- Keys or card access for longer term projects beyond day use are generally arranged in consultation with the access control office. Those projects should follow this SOP when they need to request support from the **Campus Safety** to perform unlocking services after regular business hours.
- On larger Capital Projects the **Contractor** may rekey a building or site in order to retain control over an active construction site. In this situation, the **Project Manager** is responsible to obtain keys from the contractor and distribute copies to **Campus Safety** and **Work Control**. The **Project Manager** can accomplish this by:
 - Determining the parties that would require access to the space by communicating with **Work Control**.
 - Completing a key request form, available on the **Campus Safety** [website](#)
 - Working with **Access Control** to notify key recipients that keys are ready for pickup.
- For projects that require construction fencing that may restrict access to a roadway or pathway, the **Project Manager** must ensure that appropriate access is given to the **Lewiston Fire Department (LFD)**, and appropriate **Operations** personnel. In no case can access restrictions be installed before keys are distributed.
 - The **PM** will ensure the **Construction Manager** obtains approval from the **LFD** to install a Knox box(es) in advance of approving the proposed Construction Site Logistics Plan.
 - The **PM** will coordinate with the **Office of Campus Safety** in advance of approving the proposed Construction Site Logistics Plan.
 - The **PM** will ensure the **Construction Manager** keys the site fencing with the same keyway used for the building construction cores.
 - The **PM** will ensure the office of **Campus Safety** and **Work Control** are aware of the location of the Knox box(es) and are provided keys in advance of the site fence installation and building rekeying by following the steps outlined in the previous bullet regarding **Access Control**