



**Responsible Department:** Facilities Management and Planning

**Recommended By:** ACV Facilities Management and Planning, Director of Campus Safety, SVC Business and Financial Affairs

**Approved By:** Chancellor

**Policy Number**  
OPER 9.10.010

**Effective Date**  
10/27/2021

## I. INTRODUCTION

- A. This policy is to establish the University’s requirements for installation, maintenance, and replacement of conventional locks and electronic locks in order to maintain access to facilities while safeguarding the personal safety of the people who live and work in University buildings, protecting the property of the University, and avoiding potentially significant costs due to theft, vandalism, or excessive rekeying of locks.
- B. This policy addresses door keys (both electronic and conventional), but does not address keys to file cabinets, desk drawers, lockers, or vehicle keys.
- C. This policy applies to all facilities on the University of Denver campus and remote locations (e.g., Observatory, Hampden Center, Mt. Evans). Separate policies and procedures apply to rental property maintained by the University of Denver.

## II. POLICY OVERVIEW

- A. All University facilities must be secured utilizing University-approved conventional locks or electronic locks.
- B. Security devices such as keys, Pioneer Cards, and passcodes are University property.
- C. Electronic Security Systems and Building Access.
  - 1. The Office of Campus Safety has responsibility for oversight of the [Electronic Security Systems and Technology](#), as well as establishing policies and procedures for electronic access cards for the University campus. For C-Cure systems that work with Access Cards, the Facilities Maintenance and Planning Lock Shop is responsible for maintaining the “Persona” locks on

interior doors and coordinates with Campus Safety on the electronic access systems for all exterior doors.

2. The Electronic Security System with electronic access card readers will allow for monitored access to most buildings on the University campus.

**D. Lock and Key Control.**

1. The Office of Facilities Management and Planning Department is responsible for developing and maintaining the conventional lock and key control system. This includes card reader door locks that are not part of the C-Cure access system.
2. All lock and key work, including but not limited to, making and issuing keys, rekeying locks, replacing and/or repairing locks and related equipment, shall be done by or through the Office of Facilities Management and Planning.
3. Keys are and remain at all times the property of the University.
4. Departments are financially responsible for the costs of key issuance and loss, as well as any rekeying or other work necessary to maintain security.
5. Keys will be issued by Facilities Management and Planning based upon demonstrated need for access and input from the department's key manager. The lowest level of key will be issued that provides the level of access needed (e.g., change key, area master, outside door key, office key, area master).
6. Persons issued keys are responsible for their safekeeping.
7. Keys shall not be loaned, borrowed or transferred without proper authority and documentation by Facilities Management and Planning.
8. Keys may not be duplicated under any circumstances, except by Facilities Management and Planning.
9. Lost or stolen keys must be reported immediately to Facilities Management and Planning and the Office of Campus Safety. Charges for replacement of keys, rekeying and emergency call-outs will be assessed, based upon the fee chart established by Facilities Management and Planning. See <https://www.du.edu/facilities/policies/index.html>.
10. Fees for a lost or stolen key are charged to the individual responsible for the key.
11. Keys must be returned to Facilities Management and Planning upon

leaving employment or at the end of the individual's need for a key.

12. A key charge and re-core if needed will be charged to the department for keys not returned to Facilities Management and Planning. Departments may, in turn, request that the Payroll Office deduct this charge from the employee's final paycheck if key(s) are not returned by the end of the employee's employment.
13. Requests to rekey at a residence hall room because of the loss of a key will be done, using a temporary rekey, the same day, due to concerns for safety of the resident. The temporary rekey will be replaced when time permits.

### III. PROCESS OVERVIEW

A. The Office of Campus Safety is responsible for oversight of University security programs, and for performing security assessments, including review and approval of security access requests.

1. Access cards (also referred to as C-Cure Cards or Pioneer ID cards), are issued to University students and employees as official identification for individuals working and/or attending the University and to access University buildings.
2. Door access technology is included in the card design and works with either a contactless reader or a magnetic stripe reader.
3. The Pioneer ID Card Office issues Pioneer ID cards, replacement cards, and provides general support for Pioneer Card questions and issues.
4. Access Coordinators manage door access for special activities outside normal operations, authorize individual access for University buildings, and notify Campus Safety when service/maintenance is required for the access control system.

B. Facilities Management and Planning is responsible for:

- a. Creating and maintaining the University's Lock and Key Control system, including schematics, codes, service equipment, and product standards;
- b. Establishing policies and procedures to implement this policy and to make such policies and procedures available on the Facilities Management and Planning (FMP) website; <https://www.du.edu/facilities/>
- c. Maintaining in a safe and secure manner for all facilities the master and original keys and related hardware and documentation; and
- d. Issuing keys and keeping key information on file, including:

- (i) lock and key control system
- (ii) inventory of locks and hardware
- (iii) keys issued to and returned by individuals through the key manager;
- (iv) changing or replacing locks;
- (v) opening locks;
- e. stocking necessary hardware and supplies.

**C. Departments** are responsible for:

- a. Designating a key manager within the department who determines who requires keys, the access required and authorizes requests for issuance of keys;
- b. Insuring facilities assigned to them are secured properly, including the maintenance and activation of security alarm systems, and that employees and students issued keys understand this responsibility;
- c. Reporting lost or stolen keys immediately to Facilities Management and Planning;
- d. Collecting key(s) from employees or students at the time they leave employment or have no more need for the key. A collected key should be returned promptly to Facilities Management and Planning, along with the name of the person to whom the key was issued; and
- e. Requesting lock or key work from Facilities Management and Planning.
- f. Maintaining their respective key assignment databases.

**D. Human Resources and Inclusive Community** is responsible for sending notice of terminating employees to Facilities Management and Planning.

**E. Conference and Event Services and Housing and Residential Services**, as applicable, are each responsible for establishing their own detailed procedures for the issuance, distribution, replacement and return of keys. These procedures, and any changes to them, must be approved by Facilities Management and Planning to insure they meet the objectives of this policy.

**IV. DEFINITIONS**

**A. “Access Coordinators”** for each University building are identified with their contact information on the Campus Safety website: <https://www.du.edu/campussafety/our-services/electronic-security-systems-technology>.

Revision Effective Date	Purpose