BUILDING KEY PRACTICES FOR BUILDING MANAGERS

An individual entering or leaving a locked building shall be responsible for ensuring the door is secured and may be held responsible for any loss or damage from failure to do so.

Never issue grand master keys under any circumstances. Building master keys are for building managers only. Departmental master keys should be issued based on a valid business purpose only. If your personnel request the temporary use of a building master, they must check them out/in each day and never taken home.

Have the lock shop stamp your keys with non-specific building codes and never room numbers or quad/building number. Don’t put keys on key rings that identify the building or room.

Have your keys serialized; record each key and who has it. Update the list after any changes.

Do not leave your keys exposed in the door, file cabinets, desk drawer, or in hallway cubbyholes. Always be sure to keep keys in a safe and secure place, not in plain sight and never unattended.

When a department must loan keys, strictly adhere to a sign in/out procedure and verify ID and contact information.

When keys are loaned, require they be returned at the end of each day before the office closes.

Report any lost, stolen or missing keys immediately to Department Chair/Manager or Building Manager. Building Manager should also report any exterior key that is confirmed to be STOLEN to the Department of Public Safety by calling the 24/7 non-emergency number at (650)329-2413. If a building exterior key is confirmed to be LOST or MISSING, it should be reported to Bill Larson with the Department of Public Safety at: william.larson@stanford.edu. Then call Maintenance Customer Service or put in Quick Response work orders to begin to secure your building. Don’t just replace the key with a new one.

Close and latch all windows in your building before leaving for the day.

Do not prop open exterior doors, which would allow for unauthorized entry and possible theft or harm to others. It can also make the building HVAC system work harder to either heat or cool the space and waste energy.

If your building has card access, the Building Manager may provide access by enabling your Stanford ID. Buildings that incorporate card access on the exterior doors will not be allowed to distribute exterior door keys. Building Manager will manage access issues. Do not loan your card to anyone which is prohibited.

When entering a building with a key or access card, do not allow others to follow behind (piggyback) for the safety and security of property and occupants.

Hold exit interviews, including key return for staff leaving their current position. Document date and time key(s) are returned.

11/2012
The Office Security Education Program (OSEP) was established in 2006 by the Stanford University Department of Public Safety (“SUDPS”) for the purpose of providing education and awareness on the vulnerability of laptops, office equipment, lab equipment, and personal valuables to theft in campus buildings and facilities. Most of these thefts are crimes of opportunity when property is left unsecured and unattended, or when an office, building, or facility is not properly secured. Careful attention to building and office security has been proven to reduce the opportunity for such thefts.

In an effort to educate staff, employees, and students about proper security measures to reduce or prevent thefts, SUDPS plainclothes security personnel are available to conduct unannounced security surveys of academic buildings and labs at the request of a Department Head or Building Manager. Our security personnel first attempt to enter a building or facility unchallenged. Once inside, they then move freely about while trying to avoid detection or challenge. They will document valuables that are exposed and unattended in unlocked offices, rooms, and labs. A warning tag is then left on the desk or chair advising that the property was at risk of being stolen. Upon completion of the survey, a detailed written report is provided ONLY to the Department Head or Building Manager which compiles and documents the results. The results should then be reviewed with staff and employees to demonstrate the importance of securing their valuables to help prevent theft AND to increase awareness and reporting of suspicious activities in and around their work environment. SUDPS is also available to return and meet with staff and employees to recommend preventive measures.

Below is a testimonial to the value and benefits of an OSEP survey:

*June 2012*

*To Whom It May Concern:*

*We have found the Office Security Education Program (OSEP) to be a valuable tool in assessing our building security and safety preparedness as well as a great way to educate our staff. We*
take the security of our employees and property, both personal and the University’s, very seriously. In addition, like many offices on campus, we deal with very sensitive data which must remain secure. We have found that an educated staff is a motivated staff when it comes to building security. OSEP has allowed us to objectively see our security vulnerabilities and address them. We have had an OSEP security survey performed for both of our buildings since its inception and will continue to do so. Crime Prevention and Community Safety Specialist Bill Larson and his staff have been thorough and professional. They have been flexible in scheduling and detailed in their reports. In addition, the post-survey recommendations are very helpful in implementing new security procedures or updating existing ones.

Please feel free to contact me if you are considering an OSEP survey and would like more information on how it benefitted my building security.

Brent Hsieh
Facilities Manager
Offices of Undergraduate Admission,
Financial Aid and Visitor Services
Email: bthsieh@stanford.edu
Phone: (650) 723-9241

For more information, or if you would like to schedule an OSEP survey, please contact Bill Larson, Crime Prevention and Community Safety, at william.larson@stanford.edu.
AFTER HOURS “LOCK OUT” ACCESS PROCEDURE

The following are procedures for gaining access to campus academic buildings when faculty, staff, and students are locked out “after hours”.

1. Faculty, staff and students (herein referred to as Responsible Party (RP)) may contact Operators Service Unit (OSU) by dialing 723-2281.

2. RP is advised that a supervisor from UNICCO will open door(s) during hours when UNICCO has appropriate staff on campus and the following conditions are met:
   a) In all circumstances, the person must have a Stanford ID for identification. If no ID, the caller will be directed to Public Safety for assistance.
   b) The Building Manager must give approval to the OSC Operator (Work Control) for the person to be allowed entry.

3. If the locked out person is allowed entry, they will be required to fill out a form for UNICCO as documentation. UNICCO will not follow the person into the building.

4. If conditions are met, but UNICCO is not on site and will need to respond to campus, a fee will be charged to the person locked out, which may be subject to overtime and minimum hour requirements.

5. If UNICCO is not on site and not available to respond, a BGM locksmith can be dispatched. (Note: there is a minimum four [4] hours call out charge for locksmiths). A University PTA will be required prior to dispatching a locksmith. Current rates for callout are $388 (10/2012).

6. If the Operator is not able to get approval to allow entry, and the locked out person does not have a Stanford ID, but still insists they must enter the building, they will be advised to contact Public Safety for assistance.

This procedure does not apply to Residential & Dining Enterprises (R&DE), Athletics (DAPER), or School of Medicine (SoM) who have separate procedures.
KEY PROTOCOL AT STANFORD

THE CONCERNS, THE ISSUES & THE FACTS
PROGRAM OVERVIEW

- Facts of keys - number of buildings, number of locks, number of keys produced per year

- Building keys - Processes, recommendations & issues

- Public Safety - Crimes related to keys
THE FUN FACTS

• Academic Buildings = 309

• Number of doors with locks = 21,381

• Number of work orders per year for keys = 1000

• Number of key blanks Stanford orders per year = 6900

• Number of locksmiths = 5

The importance of using the SU Lock Shop is security/maintenance/history of building and continuity.
HOW DO YOU MANAGE KEYS IN YOUR BUILDING?

• Do you have a key box? Is it locked?
• Do you know who has keys to what in your building?
• Do you perform a routine inventories of your keys?
Do you have a key policy?

Is the policy published anywhere?

Who in the building is allowed to have keys?

What level of key(s) are faculty, students & staff members allowed?

Who is the Approver for requests?

Is staff required have to sign or acknowledge receipt of the key & terms of use? (Deposit/Leave key after hours)

Exit interview held for key return
TEMPORARY ISSUING OF KEYS

• Procedures for loaning keys to SU personnel? To Contractors?

• Request Procedures? Who authorizes? What contact information is required?

• Are there limits to types of keys loaned?

• Are there deposits involved for key loans? $$$ or CDL or credit card?

• Procedures if key(s) is not Returned? Contact information?
PROCEDURES IF KEYS ARE LOST OR STOLEN

• Who do you report the loss or theft to?

• Who is notified?

• Procedure for replacement?

• Procedure for Re-Keying?
LOST MASTER KEY FUNDING

- If a Master Key is lost or stolen, re-keying must take place.

- Responsibility - Unit/Department where loss occurred is responsible for the funding.

- Risk Management does not cover expense of re-keying.
PROCEDURE FOR REQUESTING KEYS BE MADE

- Work Order Process
- Approval Process
- Labeling Policy/Recommendation
- Key Issue Process (from shop to building)
- Key Protocol Audit
- Public Safety - Office Security Education Program (OSEP)
AFTER HOURS LOCK OUT PROCEDURE

• Contact Operator Service Unit 723-2281 for Students, Faculty and Staff.
• Access is authorized “IF” person has Stanford ID “AND” is approved by Building Manager.
• Person will be referred to Public Safety if no ID or no approval from Building Manager.
• UNICCO will be dispatched if they are on site.
• On Call Locksmith can be contacted if UNICCO is not on site BUT there is a four (4) hour fee (minimum call back rate) of $388 that must be paid (PTA to Work Order) [FY13 rates]
SERIOUS ABOUT THE JOB

Locks are to keep people out for safety and security but only if you make sure that AUTHORIZED people have keys and keys are taken seriously.
Questions?
Comments?