

# **KEY CONTROL POLICY - EMPLOYEES**

## **Purpose:**

The City of Manitowoc's employee key control policy is established for the purpose of promoting a secure environment and for maintaining a comprehensive system to efficiently manage the dissemination of keys throughout various departments for City facilities. Individuals may be authorized to receive keys to conduct their work while limiting access where appropriate so as not to compromise security. It is necessary to maintain key control to uphold the integrity of office and building security. This policy describes the procedures by which control, dissemination, use, possession, and collection of keys to City facilities will be managed.

## **General Procedures:**

- 1) The Department of Public Infrastructure is responsible for maintaining the City's key control system as a whole; however, the following departments are responsible for authorizing the dissemination of physical keys for their respective buildings:
  - a) Police Department                      Safety Building & P.D. areas at the Fleetwood Shop  
Contact Person: Police Chief or his/her designee
  - b) Fire Department                         Fire Stations  
Contact Person: Deputy Fire Chief or his/her designee
  - c) Dept. of Public Infrastructure      City Hall, DPI, Parks, Transit, Senior Center, Recreation, Buildings & Grounds, Cemetery, Rahr West Art Museum, Bridges  
Contact Person: Buildings & Grounds Manager or his/her designee
  - d) Waste Water                                Waste Water Treatment Facility  
Contact Person: Assistant Superintendent or Superintendent
  - e) Manitowoc Public Library            Library  
Contact Person: Facilities Manager or his/her designee

The City's key card system will be managed by the following individuals: Deputy Police Chief, Buildings & Grounds Manager, Human Resource Director, and Human Resource Generalist.
- 2) For the purpose of this policy, the term employee includes Alderpersons for the City of Manitowoc.
- 3) Keys to City of Manitowoc facilities are City property and may be recovered at any time. Unauthorized fabrication, duplication, possession, or use of keys to City of Manitowoc facilities is a violation of this policy and employees found in violation of the policy may be subject to disciplinary action up to and including termination from employment.
- 4) Those seeking a key to a City building must complete a Key Request Form, a sample of which is included at the end of this policy. The form shall indicate which keys were signed out and when and where they should be returned. A copy of the signed form shall be given to individuals checking out keys.
- 5) It is the responsibility of each Department Head to adequately maintain control over the distribution of department keys. Department heads and managers are expected to comply with the key control policy and to designate an employee to issue and retrieve keys upon completion of use. The employee's direct supervisor should sign giving permission for any keys to be issued. The Mayor shall authorize who will receive master keys to City Hall. All keys must be returned to the appropriate Department Head or the employee's Manager. Keys from terminated employees will be re-issued to a new employee upon hire and completion of a Key Request Form. The majority of

keys are individually numbered and associated with the employee to whom they are issued and, therefore, keys may not be held onto as spares.

- 6) City employees must personally sign for their keys. Periodic department audits may be requested in order to ensure policy compliance.
- 7) A review shall be completed every 15 years to determine if re-pinning of facility locks is needed.

#### **Inventory:**

- 1) Keys for distribution should be stored in a locked cabinet or container. The Department Head or Manager shall determine who will be issued keys for the cabinet or container where keys are stored.
- 2) Outside of the Key Request Forms and a list of all doors showing which key opens each door, departments issuing keys may determine the type of records to be kept. Inventory records must be readily available for auditing purposes or to determine who has access to specific buildings, etc.

#### **Lost, Stolen or Worn Keys:**

- 1) For employee I.D. badges or Access I.D. badges, see the City of Manitowoc Employee Policy Manual.
- 2) Lost, stolen, or worn physical keys should be reported immediately to the appropriate Department Head/Manager. Worn or damaged keys should be turned in to the issuing department.
- 3) If a key is worn out through normal wear, no charge will be incurred.
- 4) If a key is damaged through negligent use, a charge of \$5 shall apply.
- 5) The following progressive discipline steps shall be followed when keys are lost for more than one week:
  - a) 1<sup>st</sup> offense: verbal warning (documented)
  - b) 2<sup>nd</sup> offense: written warning
  - c) 3<sup>rd</sup> offense: disciplinary action to be at the discretion of the employee's Department Head and the Human Resource Director or his/her designee up to and including termination
  - d) If keys are found after disciplinary actions have been taken but before facilities have been re-keyed, disciplinary actions shall be reversed and removed from the employee's record. If keys are found after disciplinary actions have been taken and facilities have been re-keyed, disciplinary actions may be removed from the employee's record; however, the employee will be responsible for paying the full amount of any re-keying costs incurred.
- 6) A Key Request Form must be completed for a replacement key and submitted with the appropriate department.
- 7) When employment with the City of Manitowoc is terminated for any reason, employees must return any keys and Access I.D. badges to their Department Head or Manager. Failure to do so will result in rekeying costs deducted from the employee's final paycheck. If the cost of re-keying exceeds the net amount of the employee's paycheck, any additional costs of rekeying will be invoiced.

#### **Key & Building Security:**

- 1) The individual to whom keys are issued is personally responsible for the use of those keys until returned to the appropriate City of Manitowoc department.
- 2) Building doors or windows shall not be propped or otherwise held open or left unlocked during hours when the facility is normally closed.
- 3) If for some reason you cannot lock or unlock a door with your key, contact the department that issued the key during regular business hours or the Police Department Joint Dispatch Center at (920) 683-4470 afterhours. The Dispatch Center will contact on-call personnel for the department.
- 4) Key holders shall not unlock buildings or rooms for others unless the individual has a valid, verifiable reason and proper identification for access, or is known by the employee to have a legitimate need

for access to the room or building. **Report suspicious persons to the Police Department via the Joint Dispatch Center immediately at (920) 683-4470.**