

SUBJECT: CSU East Bay Keys and Access Control

RESPONSIBLE UNIT: Policy FDO - Facilities Operations

EFFECTIVE DATE: April 19, 2022

RECOMMENDED BY: Associate Vice President (AVP), Facilities Development & Operations(FD&O)

APPROVED BY: Vice President, Administration and Finance/CFO

DISTRIBUTED TO: The Campus Community

I. POLICY OBJECTIVE:

- a. To ensure overall security and safety of members of the campus community.
- b. To institute accountability for all keys and access.
- c. To ensure keys and access are issued to members of the community with business needs in buildings and/or facilities that require such access.

II. ISSUANCE OF KEYS/ACCESS

- a. All University employees will be provided access to assigned work space by key(s)/access.
- b. Faculty and academic staff may be granted access to laboratories, storerooms and other work areas that serve as support areas for their assigned academic and business needs.
- c. Issuance of any key/access shall be authorized by the respective academic Dean or the respective department manager and approved by the Director of Facilities Operations(*see Addendum No.1 - Concord Campus*).
- d. The Facilities Development & Operations Locksmith is the only authorized department to install lock(s)/access devices on University Property.
- e. All keys are the property of the State of California and may be duplicated only by the University locksmith. It is a violation of *California Penal Code, section 469* for an individual or a non-university locksmith to duplicate a University key or possess a non-authorized key.
- f. No key(s)/access shall be transferred under any circumstances.
- g. Facilities Development & Operations shall work with all department(s) to conduct an audit of all key/access annually. The department(s) shall:
 - i. Reaffirm the business need for key(s)/access
 - ii. Verify the names of authorized key(s)/access holders

- iii. Report all discrepancies to Facilities Development & Operations/Locksmith

III. ISSUANCE OF KEYS/ACCESS TO STUDENTS

- a. Student(s) may be authorized and approved to have key(s)/access on a limited-time basis. Student must return all key(s)/access at the end of program for which the student is granted access.
- b. Student's key(s)/access request shall include a written/descriptive justification of academic program, endorsement from an instructor and authorization from the respective dean. For business related access, respective manager or designee of the administrative department shall provide authorization. The Director of Facilities Operations shall review and approve all key(s)/access requests. Approval will not be given to rooms with access to personnel, students' or other related security and/or confidential information.
- c. An academic or administrative department authorizing a key request for a student shall be billed an amount of \$200 (two hundred dollars) if student does not return key within 5 business days after the end of the semester, academic program or work assignment for which a key is granted. This fund shall be used to fund re-key of building/facility as needed.
- d. The Director of Facilities Operations will review and approve all key(s)/access requests.
- e. A student ID is required to pick up approved key(s)/access in person from the Facilities Development & Operations Office.
- f. Students who have special access needs requiring a key, must contact the Accessibility Services for assistance. The Accessibility Services staff will review the student's circumstances and, if appropriate, request a key on behalf of the student.
- g. Residential students shall contact Student Housing and Residential Life for requested housing access needs.

IV. KEY(S)/ACCESS REQUEST PROCEDURE

- a. **Key(s)/Access Request submission:** All keys and access requests must be submitted on-line using the Facilities Development & Operations on-line request system. The Facilities Development & Operations Locksmith shall not be contacted directly to issue key(s)/access.
- b. **Key(s)/Access Request authorization and approval:** All requests must include an academic program need or business need justification and an authorization signature from the Dean, respective department manager or designee depending on the level of access requested. Request for key(s)/access shall be reviewed and approved by the Director of Facilities Operations or designee (*see Addendum No.1- Concord Campus*).

1. All master key(s)/access request shall require additional review by the Director of Facilities Operations to determine the optimal access solutions to support the requestor's business needs. All master key requests shall include written explanation on how the master key will be appropriately secured on campus.
- c. **Key(s)/Access pickup:** Upon approval from Director of Facilities Operations, key(s)/access shall be issued. A University or government photo ID will be required for picking up approved key(s)/access in-person from the Facilities Development & Operations Office, and a signature is required. Key(s)/access shall be issued during business hours from 8am to 4pm, Monday through Friday(*see Addendum No.1 - Concord Campus*).
 - d. **Key/Access Safekeeping:** All University employees who are granted key(s)/access requests shall be responsible for ensuring the safekeeping of all keys. All master keys shall remain in a secured location such as a cabinet or drawer on campus. Facilities Development & Operations shall maintain records of assigned keys and each Department shall carry out an annual audit of all keys to ensure accountability.
 - e. **Missing Key(s)/Access:** If key/access is missing or stolen, the requester must notify University Police Department (UPD) (510-885-3791) and Facilities Operations/Locksmith (510-885-4444) immediately. Request for a duplicate key/access shall not be granted without a police report if the key/access is missing or stolen. The Director of Facilities Operations shall evaluate the security exposure caused by the missing key/access before issuing a replacement key.
 1. A replacement key/access may be issued to the employee and the employee's Department shall reimburse Facilities Department for the total cost of the replacement key and re-keying as applicable.

V. KEY(S)/ACCESS RETURN PROCEDURE

- a. The respective manager of the department authorizing the issuance of key(s)/access is responsible for ensuring the return of all key(s)/access under the following conditions:
 - i. Change of assignment : Employee's work responsibilities no longer require use of granted key(s)/access
 - ii. Transfer to another department within the University: Employee has transferred to a different department on campus
 - iii. Leave of absence: Employee is on approved leave of absence for more than six(6) months

- iv. Separation from the University: Employee separates from the University through resignation or termination of employment. Separation from the University shall be in accordance with the University's Employee Separation procedure.
 1. If key(s)/access is not returned within five (5) business days of employee separation from the University, the Director of Facilities Operations shall evaluate the security exposure caused by the missing key(s)/access. The employee's department shall reimburse Facilities Development & Operations an initial amount of \$200 for risk exposure evaluation and the total cost of the re-keying as applicable.

VII. INQUIRIES REGARDING THIS POLICY

All inquiries regarding this policy shall be directed to the Associate Vice President for Facilities Development & Operations.

VIII. RELATED FORMS AND INFORMATION:

1. [University Employee Separation Procedure](#)

IX. DEFINITIONS

1. **Key:** Physical key stamped with key number and serial number
2. **Access:** Magnetic swipe card, I-Button, or proximity bay card
3. **Grand Master Key and Access:** These key/access provide full access to all buildings and facilities on campus.
 - a. Access authorization levels: Access shall be restricted to select authorized University employees whose work areas across campus require such keys and access. If an academic or business need require such key and access, the request for key and access shall include academic or business need, the time period for this need and authorization by respective dean or AVP of respective department. As part of the review for approval,

the Director of Facilities Operations may consult with the Locksmith to verify if this access can be granted without issuance of Grand master(s).

4. **Building Master Key/Access:** This key/access provides full access to one building or facility.
 - a. Access authorization levels: The issuance of this key/access shall be authorized by the respective Dean, AVP and approved by the Director of Facilities Operations. Where multiple campus departments are occupants in one building, Dean or AVP of respective department shall authorize the issuance of building master keys and the Director of Facilities Operations shall approve this key/access request.
5. **Building Sub-Master Key/Access:** This key/access provides access to certain areas in one building or facility.
 - a. Access authorization levels: The issuance of this key/access shall be authorized by Dean or AVP and approved by the Director of Facilities Operations. Where multiple campus departments are occupants within parts of the building for which access is being requested, Dean or AVP of respective department shall authorize the issuance of building sub - master keys and the Director of Facilities Operations shall approve this key/access request.
6. **Individual Room Key/Access:** This key/access provides access to a suite, one room or a group of rooms in one building or facility.
 - a. Access authorization levels: Authorization to issue this key/access shall be granted by the respective department Dean or AVP and approved by the Director of Facilities Operations.

ADDENDUM No. 1 – CONCORD CAMPUS

ISSUANCE OF NON MASTER KEY(S)/ACCESS TO CONCORD CAMPUS ONLY

- I. ISSUANCE OF NON MASTER KEYS/ACCESS TO CONCORD FACULTY AND STAFF
 - a. University will provide key(s)/access to employees who work on the Concord Campus and who business needs require key(s)/access
 - b. Issuance of any key(s)/access shall be authorized by the Executive Director, Concord Campus, and approved by the Director of Facilities Operations.

- II. KEY(S)/ACCESS REQUEST PROCEDURE
 - a. Key(s)/access request authorization and approval: All requests must include an academic program need or business need justification specific to the Concord Campus, and an authorization signature from the Executive Director of the Concord Campus
 - b. Request for key(s)/access shall be reviewed and approved by the Director of Facilities Operations or designee.

- III. KEY(S)/ACCESS PICKUP
 - a. Upon approval from Director of Facilities Operations, key(s)/access shall be issued and the key recipient notified.
 - b. Upon notification of approval, University Police assigned to the Concord Campus shall pick up the keys/access from the Hayward Campus.
 - c. Requestor shall pick up the keys from the University Police Office on the Concord Campus by providing appropriate identification and a signature to confirm receipt of key(s)/access
 - d. University Police Officer shall return all signed forms confirming issuance of key to Facilities within the next business day
 - e. All master keys, building master keys and sub master keys shall be picked up from the Facilities Development & Operations Office at the Hayward Campus.