Physical Resources
1.2.7 Building Access Operating Procedure

Approved by: Associate Vice President, Physical Resources
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Signatory: Associate Vice President, Physical Resources

Applicable Policies: 1.2.6 Building Access Policy
1.2.5 Building Access Contractor Procedures
Physical Resources Internal Procedures and Building Access Controls

Disclaimer: If there is a discrepancy between this electronic Operating Procedure and the written copy held by the Signatory, the written copy prevails.

Contents:
1.0 Purpose
2.0 Scope
3.0 Preamble
4.0 Definitions
5.0 Procedures
   5.1 Key Authorization
   5.2 Requesting or Modifying Access
      5.2.1 Hardware Keys
      5.2.2 Electronic Access
      5.2.3 Standing Work Orders
      5.2.4 Contractors and External Service Providers
      5.2.5 New Construction and Bulk Key Requests
   5.3 Control Procedures
      5.3.1 Issuing of Hardware Keys
      5.3.2 Issuing of Electronic Access
      5.3.3 Departmental Key Assignment Systems
      5.3.4 Lost or Stolen Keys
      5.3.5 Cost recovery or penalties
      5.3.6 Audits and Records
   5.4 Maintenance and Repairs
1.0 Purpose
To outline how the building access system (i.e. administration of hardware and electronic keys) will operate and be administered by Physical Resources on the main campus of the University of Guelph.

2.0 Scope
This operating procedure applies to all campus users and departments of the building access system on the University of Guelph’s main campus. Specifically, these procedures outline how Physical Resources administers building access and provides service to campus clients. These procedures may not apply to facilities that are owned, operated, or leased on lands outside of the main campus property.

3.0 Preamble
Physical Resources is committed to ensuring authorized building access to campus buildings and maintaining the integrity of key management. Accountability and effective administration for building access is paramount for the safety, security, and privacy of the campus community. These procedures are intended to implement best practices around building access, security safeguards, workflow efficiency and responsible fiscal operations.

4.0 Definitions
4.1 Building Access Control:
Refers to how the security and protection of a building, facility or physical assets of a building are managed.

4.2 Campus User:
Refers to individuals who are authorized for key access to a building, room or facility on the University of Guelph’s main campus.

4.3 Designated Authority:
Refers to the individual that has been authorized and designated to administer key approval for their department, unit or division.

4.4 Hardware Key:
Refers to metal hardware that is used to open a lock mechanism for a door, building or storage area.

4.5 Electronic Access:
Refers to an electronic card access system (card reader) that controls locking mechanism on doors, buildings and facilities.
4.6 Key:
Refers to a hardware key or other device (i.e. fob, coded University ID) that grants access to a particular area, room or building.

4.7 Standing Work Order:
Refers to a work order that is referenced for tasks that are repeated to avoid recreating identical requests.

5.0 Procedures

5.1 Key Authorization
As per the University of Guelph’s Building Access Policy, the structure of authorization levels of key access (e.g. pass key, sub-master, master etc.) are subject to the approval of the Associate Vice-President, Physical Resources. Physical Resources will manage key assignment and key requests in accordance with the appropriate levels of authorizations.

Should there be a discrepancy or question as to a key request the AVP Physical Resources or their designate will determine final approval.

In rare circumstances, VP Finance, Administration and Risk may approve direct responsibilities and permissions for a specific department (e.g. Student Housing Services) or Designated Authority where particular operation needs have been identified. This may include but is not limited to managing key requests, modifications to electronic access, and key assignments.

5.2 Requesting or Modifying Access
A Designated Authority must make all access requests (i.e. hardware and electronic access) on behalf of the unit, department or division.

5.2.1 Hardware Keys
To request hardware keys, additional keys or lock sets please complete the following:

a. Submit a work order request to Physical Resources by email at wo@pr.uoguelph.ca, online work order request, or by phone at extension 53854.

b. Have the following information available at time of request:
   · Contact name and extension of Designated Authority
   · Area (e.g. building or room) to which access is required
   · Departmental key identification number
   · Quantity of keys required
   · Departmental GL coding
5.2.2 Electronic Access
For requests regarding the installation, modification, or removal of electronic access, the Designated Authority shall complete the following steps:

i) For Installation:
   a. Submit a work order request to Physical Resources (Electronic Access by email at wo@pr.uoguelph.ca, online work order request, or by phone at extension 53854.

   b. Have the following information available at the time of request:
      - Contact name and extension of Designated Authority
      - Area (e.g. entrance, room) to which electronic access is required or requiring modification
      - Explanation of operational needs and function
      - Departmental GL coding. Please note: that if requesting a new electronic access point, an estimate will first be generated. Charges will only apply at point of installation.

ii) For Modification and/or Removal of Electronic Access:
The Designated Authority should email eaccess@uoguelph.ca and provide details of desired action. For urgent schedule changes or electronic access removal after regular business hours please contact Campus Community Police at ext. 52245.

Additional information is available on the Electronic Access website.

5.2.3 Standing Work Order Key Cutting Requests (i.e. repeated or ongoing work orders)
Standing Work Orders for key cutting requests can be requested through Physical Resources. At the end of each fiscal year, Physical Resources Lock Shop will review existing work orders and re-issue for an additional twelve (12) months where appropriate.

5.2.4 Contractors and External Service Providers
Contractors and external service provider’s main campus building access are managed and administered by Physical Resources. Please see the Building Access Procedure for Contractors for additional process details.

5.2.5 New Construction
New construction hardware key cutting are typically managed by the Physical Resources Lock shop, unless otherwise approved.

5.2.6 Bulk Key Requests
Bulk key requests should be directed to eaccess@uoguelph.ca (for electronic access) and the lockshop@pr.uoguelph.ca (for hardware keys).
5.3 Control Procedures

5.3.1 Issuing of Hardware Keys
a. Approval from the Designated Authority and other authorization (if required) must be received by the Lock Shop before any keys will be released to a Campus User or Department’s Designated Authority.

b. The Lock Shop shall notify the Designated Authority when keys are ready for pick up or delivery (excluding any key delivery restrictions). Valid ID must be shown before keys are released.

c. If an individual other than the Designated Authority is picking up keys, this must be communicated to the Lock Shop in advance by emailing lockshop@pr.uoguelph.ca.

d. Master level keys and above must be picked up by the authorized Campus User at the lock shop in order to sign for the key(s) and present valid ID.

e. The Lockshop shall follow all internal processes and procedures when administering building access to Campus Users and contractors.

5.3.2 Issuing of Electronic Access
a. Prior to any installation of electronic access, Physical Resources Electronic Access unit will assess the operational needs and function with the campus stakeholder, in accordance with Electronic Access user guidelines. Campus Community Police may also be consulted for any safety/security concerns.

b. Electronic Access will not be implemented until the appropriate authorization from the Designated Authority has been received.

c. Once Electronic Access has been installed and configured, Electronic Access will work with the Designated Authority for any final instructions or training. Departmental communication on use and/or restrictions is the responsibility of the Designated Authority or designate.

d. Electronic Access shall follow all internal processes and procedures when implementing and/or administering Electronic Access for the campus community.

5.3.3 Departmental Key Assignments Systems
Once keys (i.e. hardware keys or electronic access) have been provided by Physical Resources to the Designated Authority it is their responsibility to a) distribute keys (if applicable), b) track and maintain records and c) utilize a system that upholds the Building Access Policy as well as any applicable University or Departmental policies /procedures.

It is the responsibility of the Designated Authority to maintain an accurate list of key holders at all times and to inform Electronic Access Unit of any changes or the lock shop for hardware keys to safeguard against unauthorized access.
5.3.4 Lost or Stolen Keys
Lost or stolen keys are to be reported at Campus Community Police immediately to assess any safety or security risk as well as to one’s immediate supervisor. Campus Community Police will inform and work with the Lock Shop to take any action necessary to secure an area or mitigate potential security risks.

5.3.5 Cost recovery and penalties
Physical Resources operates under a cost recovery system for most services. Costs, fees and/or deposits are typically required for, but not limited to the following: lock change, additional hardware keys, lost keys, personal/departmental lock assistance, and lock outs.

5.3.6 Audits and Records
As per the Building Access Policy key audits will be requested by Physical Resources on an annual basis at a minimum. Audits are typically requested by Physical Resources in October. When an audit is requested by Physical Resources, Designated Authorities may be asked to provide, but not limited to, the following:
- Active electronic access users and granted permissions
- Hardware keys held by each key holder
- Electronic fobs held by users
- Any lost or outstanding (not returned) keys or fobs

5.4 Maintenance and Repairs

5.4.1 Broken or Defective Hardware Keys/ Locks
A Designated Authority should submit a work order request as per 5.2.1 for defective or broken keys/locks. Defective or broken keys must be returned to the Lock Shop before replacement keys will be issued. If the lock or key is found to be defective or damaged through no fault of the Campus User, Physical Resources will repair and replace the lock or key at no charge.

5.4.2 Defective Electronic Access (e.g. fobs, user access, card reader)
Campus Users experiencing difficulty accessing an area controlled by electronic access should first contact their department’s Designated Authority. The Designated Authority can then troubleshoot a concern (troubleshooting information available on Electronic Access Website). If the Designated Authority is unable to correct the concern then they should submit a work order request to the Physical Resources Electronic Access Unit by email at wo@pr.uoguelph.ca, online work order request, or by phone at extension 53854. Urgent requests outside of normal business hours can be directed to Campus Community Police dispatch at 519-824-4120 ext. 52245. Unless otherwise approved, repairs to electronic access hardware will only be conducted by the Physical Resources Electronic Access Unit.

5.4.3 Lock Changes
Lock changes can be requested by submitting a work order to Physical Resources (see 5.2.1). If the request is urgent and it is during regular business hours, please contact the Lock Shop directly via email.
lockshop@pr.uoguelph.ca. If outside of regular business hours, please contact Campus Community Police for all emergency requests pertaining to locks and electronic access.

5.4.4 Notice of Entry
All Contractors, Maintenance and Service providers shall provide notice of entry forms when accessing living accommodations (e.g. student residence rooms and units) in cases where the occupant is not present for privacy reasons. Notice forms will be supplied to Physical Resources by Student Housing Services. In cases where multiple entries (e.g. inspections) are required over a set timeframe, Student Housing Services will arrange for communication to impacted occupants.

5.5 Additional Services

5.5.1 Speciality Keys and Personal Lock Sets
All speciality hardware keys and locks (e.g. filing cabinet, desks) are the responsibility of individual departments/units. Physical Resources can provide rekeying services for speciality or personal locks on a charge-back basis. This request shall be submitted via a work order request (see 5.2.1).

5.5.2 Lock outs
The Lock Shop is available for lock outs for a service fee during regular business hours.