

45. Key and Access Card Control

POLICY

It is the policy of Scott County to integrate the best practices of safety and security by limiting and tightly controlling the number of keys and access cards issued for Scott County facilities and by issuing keys and access cards in a manner that prevents unauthorized access to Scott County facilities, enhances cost control, integrates personal accountability for keys and access cards, and provides a safe working environment for employees.

SCOPE

This policy is applicable to all offices and departments within Scott County or those offices located in Scott County facilities, including component or authorized agencies which utilize Scott County for their keying and access cards, and all vendors or contractors working for Scott County. It applies to all facilities owned, leased, or otherwise occupied by Scott County.

REQUESTS FOR KEY ISSUANCE

Keys and access cards will be issued to employees of departments or offices located at Scott County facilities. All keys and access cards will be issued by Scott County Facility and Support Services. The recipient will be required to complete the appropriate acknowledgment forms required for key and access card issuance. As a general policy, keys will not be issued to an individual for an area that can be accessed via the card access system. In the event that an employee bypasses the access control card system and utilizes a key at that location, that employee may be subject to disciplinary action.

If there is a need for a contractor or vendor, doing business in a county facility to be issued a key or access card, that request must be approved by the Director of Facility and Support Services or their designee.

Scott County may issue keys or access cards for component or authorized agencies as mutually agreed upon by each party.

- A. KEY REQUESTS** - All requests for keys must be submitted through the work ticketing system. This allows for review of submitted requests, assignment of requests, and documenting on whose authority a key was issued.

- a. Individual or Operational door keys - These keys will typically open only one door. The request must be initiated by an employee's supervisor, Elected Official or Department Head.
- b. Department sub-master keys - These keys will typically open many doors in a department assigned to the same key sequence. The request must be initiated by an employee's Elected Official or Department Head.
- c. Master Key - These keys will typically open all doors within a facility. It is the practice of Scott County to limit the number of master keys that are placed into distribution. A master key request must have a proven business need, will not be issued for convenience purposes, and will require the approval of the Director of Facility and Support Services. Master keys are not to be placed on individual's personal key rings and shall not leave the work place. Master keys need to be accounted for at all due to the increased risk associated with their issuance.
- d. Grand Master - Scott County will not issue grand master keys.

B. ACCESS CARD REQUESTS

- a. County employees or tenants working in county buildings - requests will be entered into the work ticketing system by FSS staff after the photo for the card has been taken. Employees must note on the photo ID sheet which supervisor is requesting the access card be issued.
- b. Component or authorized agencies - may submit requests via the work ticketing system or via email as mutually agreed upon.
- c. Vendors - requests for access cards for vendors must be submitted through the work ticketing system by the requesting department. Requests must demonstrate a business need rather than a convenience request. These requests must contain the following information:
 - 1. Confirmation from the Sheriff's office that the proposed recipient has passed a background check
 - 2. The name of the individual to be issued an access card
 - 3. The company name that the individual works for
 - 4. Building(s) and access levels being requested for the individual

C. ADDITIONAL REQUIREMENTS RELATED TO ACCESS CARDS

- a. The official photograph displayed on an access control card shall be taken or approved by Scott County Facility and Support Services. Facility and Support Services may waive the photo identification requirements where deemed appropriate.
- b. Access cards shall not be altered in any way including changing or covering photos or names displayed on the cards.
- c. Access cards shall be worn and displayed prominently when on site in a County owned, leased or otherwise occupied Scott County Facility.
- d. Access levels are determined by Facility and Support Services in conjunction with the Elected Official or Department head. Change in access requests should be submitted through the work ticketing system, which allows for review of submitted requests, assignment of requests, and documenting on whose authority change in access was made.

At NO time should an access cards be loaned to another individual or used by any person including co-workers, other than to whom the card is assigned. An employee shall not allow another employee or individual to access the building on their swipe when a building is not open to the public. Additionally, employees should not allow access into an area on their swipe unless they know for certain that the individual is still an active employee and that that the individual has badge access into the area in question at the time of entry.

From time to time there may be requests for access that fall outside the groups above, those will be evaluated on a case by case basis by the Facility and Support Services Director.

FEES

A. KEY FEES

If an assigned key(s) is lost or stolen a police report must be filed. A \$25.00 fee will be assessed for each lost key. Prior to a replacement key being cut, the key holder will be required to provide a copy of the police report and the \$25.00 replacement fee. A lost or stolen key not needing to be replaced will still be subject to the \$25.00 lost key fee. Employees should not loan their assigned key to other any other person, including co-workers.

- a. County employees - Keys will be issued without charge to staff members to whom the key(s) is assigned. Keys are issued with the expectation that they are necessary to perform job duties and that the user will return all keys at the completion of their need to possess them.
- b. Tenant, component, or authorized agency employees - initial key cost is billed to the appropriate agency rather than the individual employee.
- c. Contractors - Construction projects or repairs of Scott County facilities which require the issuance of a key to a contractor must be approved by the Director of Facility and Support Services, or their designee. Prior to receiving keys, a release must be signed by the contractor agreeing to deduct the replacement cost from their fee if a key is lost. Keys must be returned to Facility and Support Services Management as soon the work is complete or at the end of the duration of the project with prior approval from the Facility and Support Services Director.
- d. Vendors - Businesses that service equipment in County facilities which likely involves the need for 24/7/365 access to the facility for troubleshooting and equipment repair needs or a vendor that routinely provides services, requiring access to the facility outside of regular business hours may be issued an access card. Requests for the issuance of an access card must be approved by the Director of Facility and Support Services, or their designee.

B. ACCESS CARD FEES

If an access report is lost or stolen, it must be reported to the Facility and Support Services Director immediately.

- a. County Employees - initial access card is issued at no cost to the employee. Subsequent replacements due to cards being lost, stolen, or damaged due to neglect will be assessed to the card holder based on the fee schedule below.
- b. Tenant, component, or authorized agency employees - initial access card cost is billed to the appropriate agency rather than the individual employee. Subsequent replacements due to cards being lost, stolen, or damaged due to neglect will be assessed to the card holder based on the fee schedule below.

- c. Contractors - initial access card is issued at no cost to the contractor. Subsequent replacements due to cards being lost, stolen, or damaged due to neglect will be assessed to the card holder based on the fee schedule below. General Contractor will assist with collection if necessary and if, necessary, outstanding fees will be deducted from final pay application.
- d. Vendors - initial access card is issued at no cost to the vendor. Subsequent replacements due to cards being lost, stolen, or damaged due to neglect will be assessed to the card holder based on the fee schedule below.
- e. Replacement fee schedule:

1. Replacement cards 1-3	10.00 each card
2. Replacement cards 4-6	20.00 each card
3. Replacement cards 7 and up	40.00 each card

KEY DUPLICATION

Scott County utilizes a proprietary keying system for individual, operational, sub-master and master keys. Keys are unable to be duplicated except by Facility and Support Services staff. Any attempt to duplicate a key without the appropriate authorization will result in disciplinary action up to and including termination.

LOST, STOLEN OR DAMAGED KEYS OR ACCESS CARDS

A. KEYS

Because of the security issues caused by lost or stolen keys, and the associated costs of rekeying a specific area or building having the potential to exceed \$100,000.00, lost or stolen keys require a police report and should also be reported to the Director of Facility and Support Services immediately. A copy of the police report and replacement key fee will be required prior to the issuance of a replacement key.

B. ACCESS CARDS

Lost or stolen access cards create a security risk as well. Lost or stolen access cards must be reported to an employee's supervisor and the Director of Facility and Support Services immediately.

C. BROKEN OR DAMAGED KEYS OR ACCESS CONTROL CARDS

If a broken or damaged key or access card is being replaced, all pieces of the key or access card must be turned in prior to a replacement being issued. There is no charge for a replacement when this procedure is followed.

LOCK REPLACEMENT

Certain lost or stolen keys may necessitate the change of all cores in an area or an entire building. This will be evaluated on a case by case basis. Evaluation includes but is not limited to the following criteria:

- A. Vulnerability (range of affected area by key loss)
- B. Possibility of loss to highly valued property
- C. Loss of several keys to the same area of a period of time
- D. Area has a high level of security and limited access
- E. Risk of personal injury to an employee

If a key lost by a contractor necessitates lock replacement, the contractor will be subject to an offsetting charge to their fee. This information will be included on the form that the contractor signs when they receive a key.

EMPLOYMENT TRANSFER, RETIREMENT, RESIGNATION OR TERMINATION

All keys issued must be returned to Facility and Support Services Management upon transfer, retirement, resignation or termination of employment. Facilities will check the keys back in and reissue keys to a new employee. Keys shall not be transferred from one employee to another by the department. As keys are property assigned to individual employees, the failure to return a key will be deducted from the employee's final paycheck.

KEY AUDIT

An inventory of keys will be conducted semi-annually by Facility and Support Services on even years. Any discrepancies must be noted and if a key has been lost or stolen a police report must be filed and the lost key fee collected.