

FACILITIES SERVICES STANDARD PRACTICE	
TITLE: HOUSEKEEPING KEY AND LOCK MANAGEMENT	INSTRUCTION NUMBER: 30-0024

I. GENERAL

All keys issued to Housekeeping Services staff are for use only in the completion of the Housekeeping Services employees' assigned duties. These keys are the property of East Carolina University. Keys are not to be taken off of ECU campus. Keys are provided for the exclusive use of Housekeeping Services and Housekeeping Services employees(s) to which they are assigned and will not be released for use by others.

II. RESPONSIBILITIES

- The Housekeeping Manager and the designated Housekeeping Supervisor will ensure that Key(s) and Key Chains are secured in authorized Key Cabinets located in the Housekeeping Services offices at the affected buildings when not actively being used.
- The Housekeeping Manager and the designated Housekeeping Supervisor will ensure that the Key Cabinets are locked at all times.
- The Housekeeping Manager and the designated Housekeeping Supervisor will be the only individuals who have keys to the Key Cabinets.
- The initial issue and issuance of replacement keys shall follow the Facilities Services Key and Lock Maintenance policy, FSSP 30-3015. All keys will be issued to the Housekeeping Services Manager.
- The Housekeeping Services Supervisor shall immediately notify the Housekeeping Services Manager, the Director of Housekeeping Services, and the Director of Facilities Services of any missing or stolen key(s).
- The Housekeeping Services Supervisor will not allow anyone from another department to check out a key(s).
- Facilities Services Locksmith Department will make sure every Key Cabinet has a legible, unique, identification.
- Facilities Services Locksmith Department will maintain an accurate inventory of all Key(s) and Key Chains stored in each Key Cabinet.
- Facilities Services Locksmith Department will ensure that the locking mechanism for every Key Cabinet is in good working order.
- Facilities Services Locksmith Department will maintain an accurate and update inventory of individuals who have been authorized to have keys to the Key Cabinet locks.
- Facilities Services Locksmith Department will periodically audit the contents of Key Cabinets to verify all key(s) are present and accounted for.

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III. PROCEDURES

A. START OF SHIFT

a. Housekeeping Services Supervisor

1. At the start of each shift, the Housekeeping Services Supervisor shall issue key(s) required by each Housekeeping Services employee and ensure that the employee signs-out the key(s) utilizing the Housekeeping Key Log Sheet, FSSP 30-0024.1.

B. END OF SHIFT

a. Housekeeping Services Supervisor

1. At the end of each shift, the Housekeeping Services Supervisor or selected designee shall verify that each Housekeeping Services employee returns the keys issued at the beginning of the shift and that the employee signs-in the key(s) utilizing the Key Log Sheet.
2. The Housekeeping Services Supervisor will keep the completed Key Log Sheets on file for future reference.
3. If any of the keys are not returned at the end of a shift, the Housekeeping Services Supervisor or selected designee shall immediately contact the employee to determine if they had inadvertently taken the key(s) with them and ask them to return the immediately. If the employee does not have the key(s) the Housekeeping Supervisor will follow the LOST KEY procedure noted in section V. Lost Keys.

IV. AUDITING

- a. The Housekeeping Manager shall inventory all keys issued to Housekeeping Services quarterly. This quarterly audit will be triggered and documented through the CMMS.
- b. During the inventory of the key(s) the Housekeeping Manager shall insure that each key issued is present, that the identification tag or stamp is legible, and that the tamperproof key ring is still in good condition. If the key ring needs to be replaced, it shall be reported immediately to the appropriate Lock Shop.
- c. If a key(s) is missing, the Housekeeping Services Manager shall investigate the last sign-out of the missing key on the Key Log Sheets and contact the individual to determine if the key(s) are in their possession and direct them to return the key(s) immediately.

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V. LOST KEYS

1. If a Housekeeping Services employee reports losing a Key Chain or during an audit a Key Chain is found missing, the Housekeeping Services Supervisor shall confirm which Key Chain is missing and immediately notify the Housekeeping Services Manager, the Director of Housekeeping Services, and the Director of Facilities Services.
2. The Director of Facilities Services shall contact the that the Appropriate Lock Shop Supervisor to initiate the Lost Key Procedure pursuant FSSP 30-3015 Section E.

VI. RECORD RETENTION

1. CMMS: Work request for the issuance of keys, reissuance of keys, or lock repair/maintenance shall be stored digitally for no less than three (3) years.
2. Housekeeping Key Log sheets: forms shall be stored for no less than three (3) years. Forms will be stored in a centrally, shared, secured location (If stored digitally: with access controlled by the Facilities Technology Support Manager. A folder will be established based on the Key Cabinet Identification. All Key Log forms associated with that Key Cabinet will then be stored in that folder.
3. Housekeeping Manager Monthly audit forms shall be stored for no less than three (3) years. Forms will be stored in a centrally, shared, secured location (If stored digitally: with access controlled by the Facilities Technology Support Manager. A folder will be established based on the Key Cabinet Identification. All Key Log forms associated with that Key Cabinet will then be stored in that folder.

A. KEY CABINETS

A. Housekeeping Key Cabinets Inventory:

Building (HEFC)	Room	Identifier
a. Austin (006)	120	006-120-1
b. Brewster (008)	B101-3	008-B101-3-1
c. Brody Medical Sciences (015)	GS-102B	015-GS102B-1
d. Brody Medical Sciences (015)	GS-102B	015-GS102B-2
e. ECHI (248)	1416	248-1416-1
f. Family Medicine (255)	L323B	255-L323B-1
g. Health Sciences (239)	1510A	239-1510A-1
h. Mail Services (043)	163	043-163-1
i. Mail Services (043)	163	043-163-2