

## Building Keys: Appendix B – Staff Keys

- I. The supervisor of an incoming employee shall submit a work request via AiM Ready prior to the employees start date.
  - A. The work request and work order should indicate the following:
    - i. New employee's name, phone number and email address
    - ii. Start date of new employee
    - iii. The name of the last employee in that position or that a new position was created in the department
    - iv. Indicate keys needed for employee access to complete daily tasks
- II. AiM Ready will generate a work order to the housing key shop for the requested keys to be issued to the employee. The appropriate authorization level must be used in issuing keys. Please use **Table 1** (under **Section I.I.A**) in determining the authorization level needed for the requested keys.
- III. The housing key shop will complete the appropriate paperwork and gather keys for issue. The housing key shop will notify the supervisor when the keys and paperwork are completed and make arrangement as to how the keys will be turned over to the new employee. (i.e., pick-up or delivery).
- IV. At the time of transaction, the employee will sign the employee key transaction form for the keys issued. A copy of documentation will be provided to the employee for their records.
- V. Employees shall report lost keys to their supervisors immediately. Supervisors will inform their unit director and the housing key shop.
  - A. Key loss can cause costly remediation actions to be taken by the department to regain the security and accessibility of its spaces. At fault key loss by an employee will be dealt with as a disciplinary matter. Several factors will determine the course of disciplinary action taken:
    - i. Access level of the lost key (see **Table 1** under **Section I.I.A**)
    - ii. Number of core replacements required to regain building(s) security
    - iii. Number of keys needed to reissue to other employees affected
    - iv. Circumstances surrounding the key loss
    - v. Employee's degree of fault in the key loss
    - vi. Employee's key management history (e.g., previous instance(s) of key loss)
  - B. At a minimum, a consultation letter will be placed in an employee's permanent record documenting their failure to maintain the security of their key account and outlining proper key handling procedures.

- C. Unit directors and the housing key shop will determine the appropriate measures needed to secure the affected areas.
  - D. Supervision with the appropriate authorization level shall request replacement keys through AIM Ready.
- VI. It is the supervisors' responsibility to ensure the staff members' keys are returned to the housing key shop at the end of employment or when transferred within University Housing. The supervisor or employee may deliver the keys to the housing key shop or arrangements may be made to have the housing key shop pick up the keys. A receipt of return will be issued at that time. If needed, the housing key shop may request a list of keys in the employee's account.
  - A. If an employee's keys are determined to be crucial to the function of the community and therefore cannot be turned into the housing key shop, the supervisor must submit a work order via AiM Ready to the housing key shop taking responsibility for the key account until such time as the keys can be transferred to a new employee.

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