



Institutional Handbook of Operating Procedures Policy 08.01.26	
Section: Health, Safety, and Security	Responsible Vice President: UTMB Chief of Police
Subject: Security Policies	Responsible Entity: University Police

I. Title

Keying Operations and Access

II. Policy

The University of Texas Medical Branch at Galveston (UTMB) is committed to maintaining a safe environment for students, employees, and visitors and protecting resources. This policy establishes a standardized process for the issuance of keys and access to locked areas.

UTMB keys will be issued only to UTMB employees, students, contract personnel currently operating on UTMB property possessing state issued identification, and to the TDCJ Key Control Officer as identified by the Warden. Individuals may not loan any UTMB keys issued to them to another person. Individuals may not duplicate any UTMB keys issued to them. In addition, individuals may not change or modify a key or a lock without the permission of UTMB Police.

UTMB keys are considered state property, thus any lost or missing keys must be reported to the UTMB Police.

UTMB Police will maintain all information pertaining to approved keys in the [keying database](#) for UTMB employees for all doors. UTMB Police does not maintain similar information related to file cabinets, lockers, and desk drawers.

Employees are notified when a key is ready for pick up; after thirty (30) days from notification such keys are destroyed.

Grand Master keys will not be issued unless approved by the Chief of Police and area Vice President of the employee. To have a Grand Master Key issued, the employee must sign the UTMB Grand Master approval document. The document must state how many doors the Grand Master Key opens, and if the Grand Master Key is lost, stolen, or damaged, the employee must immediately notify the University of Texas Medical Branch Police Department (409-772-2691) and their direct supervisor. The employee and department understand and agrees that if the key is lost the employee and the employee's department is responsible for all expenses associated with the incident.

Violation of this policy may result in disciplinary action up to and including termination for employees; a termination of employment relationship in the case of contractors or consultants; or suspension or expulsion in the case of a student. Additionally, individuals may be subject to loss of access privileges and civil and/or criminal prosecution.

III. Procedures

A. Access (lost or forgotten keys)

1. If an occupant requires assistance accessing a space they are authorized to use, they should contact UTMB Police for support.
2. Requests for unlocking doors and unlocking cabinets containing narcotics patient records and money will be coordinated through UTMB Police.
3. UTMB Police will contact the UTMB Police Security Operations locksmith, and as needed stay with the locksmith until the lock is opened or the problem is resolved.

B. Key Replacement

1. When locksmiths require facility access, only the UTMB Police will authorize such assistance.
2. There will be no charge for replacement of damaged/worn upon the return of the damaged key. [Key Control Officer \(KCO\)](#) should use the standard work order process to replace the key.

C. For any stolen keys, the employee must file a theft of key report with UTMB Police and/or bring an outside agency written report stating the assigned key was stolen prior to receiving a replacement key.

Lost keys must be paid for before a replacement key can be issued. Additionally, a receipt confirming payment must be presented prior to receiving the new key. Please note that fees may be adjusted at the discretion of the UTMB Police Department.

Key cost:

Operating Key \$25.00

Division Master \$50.00

Grand Master \$75.00 and the key holder or their department may have to pay the cost of re-coring all doors impacted by the loss of the key in accordance with the UTMB Grand Master approval document.

D. Lost Keys. If an employee or contractor loses a UTMB-issued key, they must promptly report the loss to the UTMB Police Department. There is a fee for replacing keys, and payment must be made to the UTMB Badge/Key office before a new key can be issued. A payment confirmation receipt must be provided in order to receive the replacement key. Please be aware that replacement fees may be subject to change at the discretion of the UTMB Police Department.

E. For core replacement:

Core and combination pricing is dependent on current market value of each individual UTMB owned or leased property during regular business hours. Pricing is also dependent on designated keying system by specific location. Outside of [regular business hours](#), additional charges will apply per core and combination.

Note: A maintenance work order request should be completed to resolve problems with a standard door lock; for emergencies contact UTMB Police Dispatch at ext. 2-1111.

For all keys\cores managed by the individual department (i.e. lockers, file cabinets, cabinets), [KCO](#) will need to contact an outside vendor to provide these locksmith services.

F. Responsibilities

<p><u>Regular Operations</u></p>	<ol style="list-style-type: none"> 1. KCOs are responsible for all departmental keys. 2. KCOs must be approved by the Department Director or Administrator. 3. Each KCO should have a backup plan for all keys managed and issued by the department (i.e. file cabinets, lockers, desk drawers). The KCO should keep extra keys for these locks in secure storage. 4. A work order must be submitted to request keys and/or cores. 5. The KCO: <ol style="list-style-type: none"> a. maintains and annually updates Key/Core information for their department and assigned employees. b. requests keys for employees and core changes as needed. c. updates UTMB Police whenever employees leave UTMB or changes departments d. informs the employee, contractor, student, and TDCJ Major to return all keys to UTMB Police Badge Office before they leave UTMB or change departments. If not returned, the department will be charged for the keys that have not been returned. e. notifies UTMB Police to request emergency access to doors (x21111). f. coordinates with other KCO's when requesting keys for space that is shared.
<p><u>Capital Project Teams</u></p>	<ol style="list-style-type: none"> 1. Capital Project Teams are responsible for contacting the UTMB Police Security Operations Locksmiths for Project review. 2. The department KCO will attend Keying meetings and have a complete list of employees who will need access to the new space with either key or badge encoding. (Access Levels). The list will include names, department name, employee ID number, and Date of Birth and UTMB security clearance level. 3. If a KCO\department cannot provide the

	<p>names of the individuals who will need keys or badge encoding for a project, the keying spreadsheet will reflect only door card and core information, and a work order key request will be submitted for keys at a later date.</p> <ol style="list-style-type: none"> 4. The department KCO will update the departmental list of doors and door information and employee keys. 5. The assigned UTMB Construction Manager will be responsible for contacting UTMB Police Security Operations Locksmiths for key core removal before demolition projects. 6. The Construction Manager is responsible for coordinating the approval of keys to the contractor's superintendent. Business Operations & Facilities KCO will provide the work order to request the keys and process through the key office. The Superintendent will sign and pick up the keys. Once the project or contract has been completed, the construction manager\ KCO will notify the contractor's superintendent\ manager and the key office to return their keys to the key office as part of the projects close out documentation. 7. The UTMB construction manager will schedule UTMB Police Security Operations Locksmiths to remove/change cores to the designated construction cores prior to the start of the renovation (this must also be entered into the keying database). 8. The construction manager will schedule keying meetings as per keying flow chart. 9. The Construction Manager will review the multiple keying spreadsheets and access levels with the keying team for each project prior to submitting the final package. This package should also include the lock down plan of the space to be vacated. 10. After the final review, the BOF KCO will submit a work order key request and forward the keying package to the requesting department, Facilities, and UTMB Police per the approved keying
--	--

	<p>procedure.</p> <p>11. BOF KCO will issue a Corrigo work order and attach the template to purchase any additional new cores for the project that was not provided by the renovation. A copy of the Corrigo work order and the template will be submitted to the lock shop supervisor.</p>
--	---

IV. Definitions

Key Control Officer (KCO): Representatives from each department who will be responsible for requesting keys and cores and maintaining this departmental information.

Keying Database: Access database that keeps records of all approved keys and cores for all UTMB properties.

Regular Business Hours: 8am-5pm Monday – Friday excluding UTMB recognized holidays.

V. Dates Approved or Amended

<i>Originated: 09/07/2012</i>	
<i>Reviewed with Changes</i>	<i>Reviewed without Changes</i>
07/18/2013	
06/16/2016	
04/28/2022	
02/27/2025	

VI. Contact Information

UTMB Police Lock Shop
(409)772-5690