UNIVERSITY OF MANITOBA

PROCEDURE

Procedure:	**UNIVERSITY BUILDING ACCESS CONTROL**
Parent Policy:	University Building Access Control Policy
Effective Date:	July 2, 2013
Revised Date:	
Review Date:	July 2, 2023
Approving Body:	Vice-President (Administration)
Authority:	
Responsible Executive Officer:	Vice-President (Administration)
Delegate:	Director, Physical Plant
Contact:	Director, Physical Plant
Application:	Board of Governors Members Senate members Faculty / School Councils All Students All Employees All External Parties

Part I
Reason for Procedure

1.1 This Procedure enforce the University Building Access Control Policy, which defines the responsibilities of Physical Plant and all academic and support units in insuring the physical security of University buildings and property. The Procedure is to be followed by all parties in meeting their responsibilities, and elaborate on the processes that Physical Plant uses to insure accountability.

Part II
Procedural Content

2.1 Key Approval Form:

(a) Requests for new keys, notification of transfers, returns, or lost keys must be submitted to Physical Plant on a Key Approval Form, properly

authorized. Requests that are not properly authorized will be returned to the department Key Coordinator. (See "Authorization of Master and Room Keys".) Key Approval Forms may be scanned and emailed to Access_Requests_FG@UManitoba.ca

2.2   Role of the Key Coordinator:

(a)   Each department and support unit is responsible for the appointment of a department Key Coordinator, and alternate. The Key Coordinator will coordinate internal approval of key requests; submit appropriate documentation to Physical Plant; handle key issues, transfers, and returns; maintain records of all key transactions; report lost or stolen keys; return unneeded keys to Physical Plant. The Key Coordinator may also manage a department key box for short-term key issues (10 months or less) to staff or students, in which case, the Key Coordinator is responsible for issuing keys and maintaining appropriate records.

(b)   In accordance with University of Manitoba Cessation Policy, keys must be returned to the department Key Coordinator in the event of retirement, resignation, or termination. The Key Coordinator must either return the keys to Physical Plant, or submit appropriate documentation to indicate a transfer of keys to another key holder or to the department key box.

(c)   Physical Plant may carry out, without advance notice, a key audit on any department and/or key holder. At such time, the Key Coordinator and/or key holder will be required to produce those keys that have been issued to same. Results of the audit and recommended follow up action may be forwarded to the Dean, Director, or Department Head. In the case of inaccurate records or failure to report key transfers, loss of keys, or staff / student terminations, these findings may be reported to the Associate Vice-President (Administration) and to the Internal Auditor.

(d)   The Key Coordinator may request key holder reports from Physical Plant, to aid in record keeping and reconciliation of data.

2.3   Lost or Stolen Keys:

(a)   Lost or stolen keys must be reported to Physical Plant and Security Services immediately. When department or area master keys are lost or stolen, and it is deemed by the department that re-keying is necessary, the re-keying will be done at the expense of the department that has lost the key. If a high level master (building or campus) is lost or stolen, Physical Plant will advise the Associate Vice President (Administration). If it is felt that the security of the building has been seriously compromised, the building will be re-keyed, at the expense of the department that has lost the key.

(b)   Replacement keys will be treated as additional keys, and the administrative fee will be charged to the department.

2.4   Authorization of Master and Room Keys:

(a)   Physical Plant Engineers and Campus Security Services carry campus master keys, which open all doors, including doors with special locks, doors keyed off building masters, and doors with card readers, for use in the event of emergencies. The campus master key will, in no circumstances, be issued to other key holders.

(b)   Physical Plant Trades personnel carry trades master keys, which open all doors, except doors with special locks, doors keyed off building masters, and doors with card readers, for use in performing building and equipment maintenance.

(c)   Custodial Services personnel carry building masters, which open all doors within the building in which they are working, except service rooms (see below), doors with special locks, doors keyed off the building master, and doors with card readers.

(d)   Access to rooms that are designated for service personnel only (mechanical rooms, electrical rooms, telephone rooms, elevator rooms,) is restricted to Campus Security Services, Physical Plant Engineers, and Physical Plant Trades personnel.

(e)   Other service groups (Environmental Health and Safety Office, Information Services and Technologies, Educational Support Services) may carry master keys as necessary to meet their respective service obligations.

(f)   Master keys may be issued to Deans, Associate Deans, Directors, Department Heads, Administrative Assistants, Key Coordinators, or their approved designates, for the physical areas included within their respective scope of responsibilities. These key issues must be approved by the Dean, Director, or Department Head (or immediate supervisor if the key is for the one of these positions), the department Key Coordinator, and Physical Plant.

(g)   Individual room and building entrance keys may be issued to occupants, upon the approval of the department Key Coordinator, and Physical Plant. Departments may choose to implement an internal policy for approval of certain keys by the Dean, Director, or Department Head, or their designate.

(h)   Keys will not be issued for doors that have card readers.

2.5   Administrative Fee for Additional Keys:

(a)   Approved key holders will be issued one key per room or area at no charge. Additional keys may be issued, with the required approvals, and payment of an administrative fee of $25.00 per key (amount subject to change).   The administrative fee will be charged to the departmental FOAP via interdepartmental charge; cash or cheques will not be accepted.

(b)   Lost key replacements, and duplicate keys, are considered additional keys, and the administrative fee will be charged.

2.6   Special Locks:

(a)   Special security locks, including electronic pushbutton locks and locks that are not keyed under the building master, may be permitted in special applications, with the approval of Physical Plant. The cost for supply and installation of these locks will be charged to the requesting department.

(b)   Locks that are not keyed under the building master must be keyed under the campus master, and electronic pushbutton locks must have a manual override key, to allow entry by Campus Security Services and/or Physical Plant Engineers in an emergency situation. Campus Security Services and Physical Plant Engineers will use their keys to access these areas only in emergency situations. If access is required to perform routine maintenance, the department Administrative Assistant or Key Coordinator will be contacted first, for authorization to enter the area.

(c)   If locks are to be keyed off the building master, a maximum of three (3) keys will be provided.

(d)   Areas approved for special locks or keys will not receive maintenance, custodial, or security services, except by special arrangement.

(e)   If electronic pushbutton locks are required, and approved by Physical Plant, the initial programming of the lock, as instructed by the user department, will be performed and charged as part of the installation. Subsequent programming changes will be charged at the current locksmith hourly rate.

(f)   Physical Plant, in the presence of Campus Security Services, will remove unauthorized locks.

2.7   Hardware and Lock Changes:

(a)   Physical Plant will perform routine maintenance or replacement of door hardware due to normal wear, at no cost to the department. If a user department requests a different style of hardware, for convenience or

cosmetic purposes, the department will be responsible for labour and material costs associated with the upgrade.

(b)   Lock changes (re-keys) are considered to be new work and are the financial responsibility of the requesting department.

(c)   Requests for hardware upgrades and/or lock changes must be submitted to Physical Plant on a Requisition 7 (Requisition for New Work) form, with an appropriate FOAP and signature of signing authority. When a lock change is being requested, Key Approval Forms must accompany the Requisition 7.

(d)   Individual locks may not be used for space control; i.e., a person or department may not claim space by having the locks changed or installing padlocks.

(e)   Physical Plant will insure that all new door hardware, including locking devices, complies with building codes for safety and universal accessibility.

2.8   Key System Hierarchies:

(a)   When new key systems are installed, or areas are re-keyed, Physical Plant is responsible for preparation of the key hierarchy, with input from the department that will occupy the space. Physical Plant will insure the integrity of the hierarchy by approving only those lock changes that are consistent with the overall intent of the hierarchy.

2.9   Role of the Card Coordinator:

(a)   Each department must appoint a Card Coordinator (may be the Key Coordinator), who is responsible for approving and submitting card access requests. Card Access Approval Forms may be scanned and emailed to Access_Requests_FG@UManitoba.ca (Fort Garry campus) or Access_Requests_BC@UManitoba.ca (Bannatyne campus). Changes to access on cards which have been previously encoded may be emailed to the preceding email addresses. Card Coordinators are also responsible for maintaining departmental records, and notifying Physical Plant of lost or stolen cards. Lost or stolen cards must be reported to Physical Plant immediately, so that the card can be de-activated.

(b)   Each request for card access must be approved by the Card Coordinator and Physical Plant. Upon receipt of the request, and subsequent approval, Physical Plant will encode the card, and program the required access level and expiry date if applicable.

(c) Each cardholder may have only one active card at any given time. If a new card is presented for encoding, the previous card will automatically be de-activated.

(d) In accordance with University of Manitoba Cessation Policy, cards must be returned to the department Card Coordinator in the event of retirement, resignation, or termination. The Card Coordinator must notify Physical Plant of the termination so that the card can be de-activated.

(e) Physical Plant may carry out, without advance notice, a card audit on any department and/or cardholder. At such time, the Card Coordinator and/or cardholder will be required to produce those cards that have been issued to same. Results of the audit and recommended follow up action may be forwarded to the Dean, Director, or Department Head. In the event of failure to produce cards, the cards will be de-activated and the findings may be reported to the Associate Vice-President (Administration) and to the Internal Auditor.

(f) The Card Coordinator may request cardholder reports from Physical Plant, to aid in record keeping and reconciliation of data. Transactional reports are also available, which show activity in areas for which the Card Coordinator is responsible

2.10 Authorized Master Access Cards:

(a) Campus Security Services, Physical Plant Engineers and Trades personnel have master access cards, which allow access to all doors with card readers, except those that are restricted for high security reasons (for instance, the host computer room).

(b) Custodial Services personnel have master access cards, which allow access to doors within their zone that have card readers.

(c) Access to voice data rooms is restricted to Campus Security Services, Physical Plant Engineers, Physical Plant Trades, Custodial Services, and IST personnel as designated by IST Operations Manager.

(d) Other service groups (Environmental Health and Safety Office, Information Services and Technology, Audio Visual and Classroom Technology) may carry master cards as necessary to meet their respective service obligations.

2.11 Access Cards:

(a) University of Manitoba staff or student cards are normally used with magstripe readers. To enable authorized access by Health Sciences Centre staff to certain locations at the Bannatyne campus, Health Sciences Centre magstripe cards may also be used.

(b)   If proximity readers are used, Physical Plant will procure the necessary proximity cards, the cost of which will be charged back to the requesting department.

(c)   Guest cards are available to be used by departments for visitors and guests. Physical Plant programs these cards at the request of the Card Coordinator, and the Card Coordinator is responsible for maintaining an appropriate sign-out record. The cost for these cards is $10.00 per card (subject to change), which will be charged to a valid FOAP. Cash or cheques will not be accepted.

2.12 Access Programming:

(a)   Access codes (which define rooms and times) and door schedules are programmed by Physical Plant when a new reader, or group of readers, is installed. Although definition of access codes and door schedules is the responsibility of the respective department, Physical Plant may make recommendations, based on experience with traffic flow patterns and other access control applications.

(b)   Access codes are to be configured for the majority of users. Access codes will not be set up for individual cards, and the number of access codes for each department should be kept to a reasonable number in order to facilitate future changes.

(c)   Access codes and door schedules defined by user departments must include only those doors that enter space assigned to that department, and common areas.

(d)   Any requested configuration of access may be denied due to software restrictions.

(e)   After the initial set-up, changes to door schedules may be submitted to Physical Plant at least 24 hours prior to the time that the change should take place.

(f)   Requests for changes to access codes may be submitted to Physical Plant; however, due to limited resources, and depending on the magnitude of the changes, Physical Plant may require considerable lead time, or may not be able to accommodate the request at all. In this case, Physical Plant may present a recommendation for an alternate course of action.

(g)   Physical Plant will define all holiday schedules, seeking input from those departments that may have unique operating hours.

2.13   Supply and Installation of Field Devices:

(a)   Requests for readers, door locks, and other field devices must be submitted to Physical Plant on a Requisition 7 (Requisition for New Work) form, with an appropriate FOAP and signature of signing authority.

(b)   All access control devices must be connected to the host computer, managed by Physical Plant.

(c)   Costs associated with supply, installation, and wiring of new field devices (readers and door locks) are the responsibility of the user department.

(d)   Physical Plant must manage the supply, installation, and wiring of all devices; all components and installation methods must meet Physical Plant's specifications.

(e)   User departments are responsible for providing input to Physical Plant for the purpose of programming appropriate access codes, which include the new devices.

2.14   Contractor Keys and Access Cards:

(a)   Physical Plant will maintain a supply of keys and access cards for sign out by contractors. The Physical Plant Project Coordinator or Designer who has engaged the services of the contractor must make the necessary arrangements for keys and cards, prior to pickup by the contractor. The Project Coordinator or Designer is responsible for insuring that the contractors understand their obligation in terms of safekeeping of the keys and cards, and they are also responsible for recovering the keys and cards, either on demand or at the end of the project.

(b)   Contractors will be required to sign an "acceptance of conditions" form, which indicates that, in the event of a lost key, they will accept responsibility for re-keying all doors opened by the key.

(c)   All lost keys or cards must be reported to Physical Plant and Campus Security Services immediately.

(d)   Keys and cards may be signed out for the duration of the project. If they are not returned at the planned completion date, or notice given that the completion date has been postponed, they will be treated as lost. Physical Plant may recall the keys at any time.

(e)   Contractors are not to use unauthorized locks or padlocks on University buildings.

2.15 Record Keeping:

   (a)   Physical Plant is responsible for maintaining records of all key transactions, building and room keying information, card access setup and transactions.

   (b)   Key issue information and transactional card access data may be shared with Campus Security Services.

   (c)   Department Key / Card Coordinators are required to maintain records of all short term key issues (also considered to be "key box keys") and guest cards.

2.16 Security Alarm Systems:

   (a)   Requests for security alarm systems are to be submitted to Physical Plant on a Requisition 7 (Requisition for New Work) form, with an appropriate FOAP and signature of signing authority.

   (b)   Physical Plant will provide estimate and design services; tender and supervision of installation, and connection to central monitoring station (Security Services).   Physical Plant will also provide repair and maintenance services as required.

   (c)   All costs associated with supply, installation, monitoring, and service will be borne by the requesting department.

   (d)   The requesting department is responsible for managing the alarm code (distributing, recording, changing and/or adding new codes).

   (e)   If access is required by Physical Plant to perform routine maintenance, the department Administrative Assistant or Key Coordinator will be contacted first, for the alarm code or de-arming of the alarm system. Physical Plant will not maintain a record of alarm system codes.

**Part III
Accountability**

3.1 The Office of Legal Counsel is responsible for advising the Vice-President (Administration) that a formal review of this Procedure is required.

3.2 The Director of Physical Plant is responsible for the implementation, administration and review of this Procedure.

3.3 All students, employees, Board of Governor members, Senate members, Faculty/School Councils and external parties are responsible for complying with this Procedure.

**Part IV
Review**

4.1   Governing Document reviews shall be conducted every ten (10) years. The next scheduled review date for this Procedure is July 2, 2023.

4.2   In the interim, this Procedure may be revised or repealed if:

(a)   the Vice-President (Administration) or Approving Body deems it necessary or desirable to do so;

(b)   this Procedure is no longer legislatively or statutorily compliant;

(c)   this Procedure is now in conflict with another Governing Document; and/or

(d)   the Parent Policy is revised or repealed.

**Part V
Effect on Previous Statements**

5.1   This Procedure supersedes all of the following:

(a)   all previous Board of Governors / Senate Governing Documents on the subject matter contained herein; and

(b)   all previous Administration Governing Documents on the subject matter contained herein.

**Part VI
Cross References**

6.1   This Procedure should be cross referenced to the following relevant Governing Documents, legislation and/or forms:

(a)   University Building Access Control Policy