

Wales Center Volunteer Fire Co., Inc.

Standard Operating Procedure: Building Access and Key Control

POLICY STATEMENT

The Wales Center Volunteer Fire Company, herein after referred to as the Company, and the Wales Center Women's Auxiliary, herein after referred to as the Auxiliary, control access to buildings, rooms, areas and equipment by restricting the issuance of keys and/or combinations to authorized personnel only. In addition, all Company and Auxiliary equipment that can be locked must be accessible for security purposes and therefore factory-issued keys and/or safe or lock combinations must be maintained in a centralized secure location. It is the policy of the Company that buildings and rooms will be closed and locked except when open for business or other purposes. The [Privacy Act of 1974](#) requires agencies to establish appropriate administrative, technical, and physical safeguards to ensure the security and confidentiality of Privacy Act records. Normally such security is provided by locked building, rooms, areas or cabinets.

PURPOSE

To provide information on how the Company and Auxiliary control access to buildings, rooms, areas and items of equipment. This document establishes policy and defines procedures for (1) requesting and reassigning keys (door keys, desk keys, file cabinet keys, etc.); (2) changing locks and cylinders; (3) changing safe combinations; (4) locking sensitive areas; and (6) securing equipment.

DEFINITIONS

Keys – Keys in this policy refer to any device the Company and/or Auxiliary use to open doors or access a building, room, area or storage unit, to include key fobs and access cards.

Official Key – An Official Key is a key (as defined above) of the Company and/or the Auxiliary. Only keys for buildings, rooms, areas or items of equipment as specified by the addendums to this policy shall be covered.

Master Key – A Master Key is an Official Key (as defined above) that opens every room in a building.

Authorized Person – An Authorized Person is a person who is authorized to be issued a key or master key.

Authorized Control Person – An Authorized Control Person is a person who is authorized to issue keys and master keys; who is authorized to have keys and master keys duplicated; and who is authorized to have locks installed, repaired, re-keyed or removed. The following persons are designated as Authorized Control Persons:

- Company President – The Company Member duly elected to the office of Company President.
- Fire Chief – The Company Member duly elected to the office of Fire Chief.
- Director of Control – A Company Director jointly appointed by the Company President and the Fire Chief. Upon mutual agreement, either the Company President or the Fire Chief may serve as the Director of Control.
- Auxiliary President – The Auxiliary Member duly elected to the office of Auxiliary President.

Authorized Locksmith – The Authorized Locksmith is a person and/or business engaged in locksmithing who is authorized for the installation, control and maintenance of locks and access control systems and associated hardware on Company property; duplication of keys; and any other building access and key control services that may be required. Such services shall only be rendered upon the written authorization of an Authorized Control Person.

PROCEDURES

1. General Information – Changes in locks, re-keying, duplication of keys and issuance or replacement key fobs and access cards may be arranged only by submitting a written request to an Authorized Control Person. Such request must be signed by the appropriate approving official.
2. Level of Approving Authority – The Authorized Control Persons shall have the following authorities:

- 2.1. Company President – The Company President shall have authority over general building access; administrative offices; beverage rooms; non-firematic equipment rooms; non-firematic storage units; and any other buildings, rooms, areas or items of equipment, as designated by the Board of Directors.
- 2.2. Fire Chief – The Fire Chief shall have authority over general building access, firematic and EMS offices; firematic and EMS equipment rooms; firematic and EMS equipment storage units; and any other buildings, rooms, areas or items of equipment, as designated by the Board of Directors.
- 2.3. Auxiliary President – The Auxiliary President shall have authority over general building access; Auxiliary offices; Auxiliary equipment rooms; Auxiliary storage units; and any other buildings, rooms, areas or items of equipment pertinent to the functions of the Auxiliary, as designated by the Board of Directors.
- 2.4. Director of Control – The Director of Control shall have authority and oversight for all matters of building access and key control. The Director of Control shall conduct a yearly audit of issued keys, key fobs and access cards and report the results to the President and Board of Directors annually at the April regular board meeting.
3. Responsibilities of Approving Officials – Approving officials designate those individuals whose duties require the possession of official keys. Approving authorities have the following responsibilities:
 - 3.1. Maintain a current listing of personnel and approved vendors to whom they have issued official keys.
 - 3.2. Conduct an annual review and verification of official keys issued under their authority, and report to the Director of Control on the status of official keys issued on their approval by March 31st each year.
 - 3.3. Ensure the return of official keys, key fobs or access cards by individuals at the termination of their membership or when their duties no longer require the possession of official keys.
 - 3.4. Investigate and report to the Director of Control incidents involving the loss of official keys, key fobs or access cards. Should any device be found, notify (in writing) the Director of Control of its discovery.
4. Responsibilities of Individuals Issued Official Keys – The following rules apply to all individuals to whom official keys are issued:
 - 4.1. Individuals picking up the keys from an Authorized Control Person must sign for the key. No one shall be issued a key intended for another person. A modest fee may be charged for the cost of processing and/or replacing keys, key fobs or access cards.
 - 4.2. Individuals to whom official keys are issued are responsible for their physical security. The loss of an official key, key fob or access card shall be immediately reported to the appropriate approving authority.
 - 4.3. Keys, key fobs and access cards are to be used only by the person to whom they are issued.
 - 4.4. Official keys shall not be removed from the Company without the explicit authorization of the official who authorized issue of the key. However, members of the Company, as authorized by the By-Laws, and members of the Auxiliary may be authorized to maintain issued official keys in their possession at all times.
 - 4.5. The duplication of any official key by anyone other than the Authorized Locksmith is strictly prohibited.
5. Responsibility of the Authorized Locksmith – The following rules apply to the Authorized Locksmith:
 - 5.1. The Authorized Locksmith is authorized for the installation, control and maintenance of locks and access control systems and associated hardware on Company property; duplication of keys; and any other building access and key control services that may be required. Such services shall only be rendered upon written authorization of an Authorized Control Person.
 - 5.2. The Authorized Locksmith is required to maintain one factory original key for all Company and Auxiliary buildings, rooms, areas and equipment (as appropriate), subject to all addendums of this policy. No Company or Auxiliary member or individual other than the Director of Control, an Authorized Control Person or the Board of Directors is authorized to contract or purchase services of a locksmith other than the Authorized Locksmith to perform any installation, modification or repair.
6. Privately-Owned Locks – The use of privately-owned locks on Company buildings, rooms, areas, and equipment, etc., is not permitted.

7. Re-keying Requests – Re-keying may be requested by submitting a written request to the Board of Directors. Requests must be approved by the departmental responsible official, designee or approver. Requests to re-key off a master key require the approval of the President, Fire Chief and Board of Directors. The request must identify the building name and/or room to which access will be permitted.
8. Master Keys – Requests to have keys removed from the Company master key system should be initiated in writing by the appropriate officer or responsible person, and must be approved by the President. An e-mail is acceptable. For emergency purposes, a copy of keys for rooms not on the master key system shall be maintained in the main safe and/or safety deposit box.
9. Issuance of Keys/Key Fobs/Access Cards – Except for the issuance of an exterior building access key to each newly-approved active member, Auxiliary member, or other person as designated in the By-Laws, all requests for keys must be submitted in writing to an Authorized Control Officer. Requests must identify the building, room, area and/or equipment to which access will be permitted, and the name of the person that will be responsible for the key. The issuance of a master key to anyone other than the President, Vice President, Fire Chief, or an Assistant Fire Chief must be approved in writing by the Board of Directors. All individuals must sign a receipt form upon issuance of any official key.
10. New Purchases that have Locks – When any new item having a lock which requires a key to open (i.e., a vehicle or furniture) is purchased, the purchaser is required to give one factory original key to the Director of Control for emergency purposes. Likewise, if the Company-funded item has a lock combination or is a safe, the combination to open it must be provided to the Director of Control. This will provide a safeguard in case the department loses or misplaces its key or combination.
11. Notwithstanding any other provision of this policy, no key, key fob, or access card for any building, room, area or item of equipment shall be issued to anyone where such issuance would be in violation of any federal, state, county, local, or Company law or regulation.
12. Lost or Stolen Keys – When a key, key fob or access card is lost or stolen, the appropriate approving authority must file a written report to the Director of Control. Such report should provide the following:
 - Name of the official who authorized issuance of the key, key fob or access card.
 - Name of the individual to whom the device was issued.
 - Type of key and key number.
 - Building, room, area or equipment to which the device provides access.
 - Date, time and place of the discovery of the loss and any other pertinent facts.
 - A report must be filed before a key, key fob or access card will be replaced.
 - Should the device be found, notify (in writing) the Director of Control of its discovery.
13. Requests to Gain Entry – Individuals who do not possess Company keys and must gain entry into a Company building, room or area may request assistance from any responsible Company or Auxiliary member. Upon the receipt of a request, such member shall make positive identification of the requester, secure permission from the appropriate Company official (if necessary) to allow the requester to enter the designated area, admit the requester to the designated area, and sign the individual in on an Activity sheet, noting their name, business, time in and time out. Certain keys are not available to all members (e.g., EMS office, communications office, auxiliary storage, etc.). Entrance to these rooms may be approved only by an officer in charge of the specific room.
14. Contractor/Vendor Key Requirements – When access to Company buildings, rooms, areas and/or equipment is required in connection with a commercially contracted project, the Director of Control will coordinate contractors' or vendors' requirements and ensure that the keys are controlled in an appropriate manner and returned at an appropriate time.
 - 14.1. Vendors may be issued keys permanently, upon a demonstration of need and approval of the Board of Directors. Such vendors shall be required to sign a key, key fob, and/or access card receipt form.

ADDENDUMS

1. Adopted June 4, 2007. Only the seven (7) exterior building access locks for 12300 Big Tree Rd., Wales Center, NY 14169, and the Company administrative office located within shall be governed by this policy at this time.
2. Adopted June 4, 2007. The Company has selected East Aurora Locksmith, 203 Main St., East Aurora, NY 14052, as the Authorized Locksmith.

Issue Date: June 4, 2007

Last Revision Date: June 4, 2007

Adopted: June 4, 2007