

Policy and Procedure for Building Key Control

Purpose

Policy and procedures are established for the management of keys to the UUFLG building at 15980 Blossom Hill Road in a manner that facilitates authorized access in order to promote personal safety and safeguard property on the premises.

Policy

The UUFLG Board shall designate a Primary Key Custodian and Alternate Key Custodian to be responsible for performing the policy and procedures herein. The Alternate Key Custodian may stand-in for the Primary Key Custodian to perform all duties whenever practical to ensure authorized access to the building is managed ongoing. Both are referred together as Key Custodians.

At least annually, the Key Custodians shall conduct an inventory of each key by physically confirming the person assigned the key has possession of the correctly numbered key as recorded in the Key Assignment Log. Inventory results shall be reported in writing to the Board, and discrepancies shall be reported in writing to the Board upon identification.

When a building key is reported as lost or stolen, the Key Custodian shall immediately report this in writing to the Board.

Other than the designated key lockbox, no building key shall be left outside the building or on the property grounds. No building key shall be left on a hook on a wall of an equipment enclosure for example.

At least semi-annually, possibly part of a broader security assessment or as needed due to a key control incident, the Board and Key Custodian shall document in writing the effectiveness of building key control. Factors for this assessment may include the status of key assignments, status of lost or stolen keys, and effectiveness of this policy and procedures. Mitigation may include but is not limited to changing the key lockbox code, rekeying the door locks, and amending relevant policy and procedures.

Key Custodians are responsible for the following activities.

1. Always securely storing unassigned keys.
2. Assigning uniquely numbered building keys.
3. Providing the key lockbox code.
4. Recording in a Key Assignment Log who has each key and each person provided the lockbox code.
5. Restricting access to edit the Key Assignment Log to Key Custodians and the Rentals Manager, and restricting access to view the log to designated Board members.
6. Performing the aforementioned periodic physical inventory of building keys.
7. Requesting the return of building keys as needed to promote authorized building access.

Key Holders or Lockbox Code Holders are responsible for the following activities.

1. Always securely storing the building key assigned to them OR not sharing the key lockbox code with others.

2. Immediately reporting to the Key Custodian (KC) when they have not returned the key to the lockbox, i.e. locked the key in the building. This could prevent another person from opening the building as planned.
3. Immediately reporting to the KC when their assigned building key is lost or stolen OR when the lockbox code has been shared or discovered by unauthorized individuals.
4. Returning the building key to a KC when a circumstance changes such that regular access to the building is no longer necessary.

The key holder is not authorized to hand over their key to another person for their use. Instead, the person returning a key could let the KC know who may need a building key so this could be coordinated.

When a key is not returned, the KC must report this to the Board, and they will jointly assess if mitigating steps are required to prevent unauthorized building access. See "Procedure for Ending Building Key Access" in the procedures section of this document.

A building key shall be assigned only to individuals who meet the following criteria:

1. Leads or convenes an ongoing and regularly recurring UUFLG sanctioned activity, including but not limited to board and committee meetings and social/educational/spiritual activities. OR Performs their job responsibilities as a UUFLG staff member (employee or volunteer). OR Designee of an organization leasing the building who has an ongoing requirement to access and use the building within the terms of the active lease. OR Renter who has provided the Rentals Manager everything required per the rentals process.
2. Requires access to the building for the aforementioned at times when it is not typically already open.
3. Agrees to comply with the policy and procedures herein.

To minimize the number of keys in circulation, when a person has an ad hoc, infrequent and authorized need to access the building, they will arrange with a person assigned a key to unlock the building. The person providing access shall either coordinate for the person remaining at the Fellowship to secure the building upon their departure (i.e. leave all doors locked behind them) or themselves lock the doors to leave the building secured when unoccupied.

A lockbox with a building key is mounted outside the front entrance. The code to access this lockbox shall be restricted to a few members and staff who regularly and frequently require building access in order to provide them an alternative to key assignment or as a backup when they forget their assigned key.

The key lockbox code shall especially not be provided to lessees, renters, potential renters, guest ministers/speakers/performers, utilities/repair technicians, and all other members, friends and staff.

Those provided the code shall not share it and shall not write it down. The code shall be chosen for easy memorization or reference.

Procedures

The Key Assignment Log consists of three tabs of a spreadsheet stored online in the UUFLG G Drive.
Online link:

<https://docs.google.com/spreadsheets/d/1vT1JhYJL49RDa2jg511Oi3Bz9MRn5VFmBB8cs8Ttxtac/edit?usp=sharing>.

The tab entitled "Keys" lists the inventory of numbered building keys and records the name of key recipients, the issuance date and return date. The tab entitled "Lockbox" records each person provided the key lockbox code and the date it happened. The tab entitled "Renters" lists the rental keys by unique number and records the name of the key recipient, the issuance date and return date.

Per the policy herein, only the Key Custodians and Rentals Manager can edit the spreadsheet, and designated Board members have view-only access to the Key Assignment Log.

Procedure for Key Assignment (Non-rentals)

1. A person who meets the policy requirements for receiving a building key sends an email request to admin@uufg.org with the reason for their request. For lessees, their UUFLG contact determines the number of keys to be assigned.
2. The Key Custodian verifies the individual requesting a building key meets the policy requirements above. If no, the KC provides the requestor with workarounds.
3. Upon confirmation of meeting the policy requirements, the KC replies to the requestor with confirmation they meet the requirements to be assigned a building key and requests them to reply in email that they agree to comply with the associated responsibilities per the policy. The KC should include in their reply the link to this document on the uufg.org website.
4. Upon receipt of agreement, the KC completes the tab entitled "Keys" of the Key Assignment Log to track the assignment of a uniquely numbered building key. For lessees, the name of each person who has a uniquely numbered key is recorded.
5. The Key Custodian provides the key to the requestor in a manner ensuring the key is not lost or stolen. Best practice is to hand it to the recipient, not leave it outside in an envelope or unsecured mailbox for example.
6. Ongoing, the key is physically identified as part of periodic key inventory per policy.
7. As needed, the key is retrieved from the assignee based on no longer meeting the key assignment requirements per the policy. This would typically include changing leader/convener responsibilities, moving away, etc. For lessees, this would typically mean the lease had ended or a person is departing the leasing organization.

Procedure for Key Assignment to Renters

1. As part of the rentals process, the Rentals Manager determines a renter requires a building key after meeting all other requirements per the rentals process.
2. The RM completes the tab entitled "Renters" of the Key Assignment Log to track the assignment of a uniquely numbered building key to a renter.
3. The RM informs the renter of their responsibility to safeguard the key and return it in the building mail slot right after the rental. The RM advises the renter that their deposit will be forfeited if not returned. The renter must also agree to immediately report to the RM if the key is lost or stolen. The RM reviews the requirement to lock all doors of the building as part of the check-out list.

4. The RM provides the key to the renter in a manner that ensures it will not be lost or stolen. Best practice is to hand it to the recipient, not leave it outside in an envelope for example.
5. For renters who meet on a recurring basis, e.g. Tuesday evenings, (a) the key is physically identified as part of periodic key inventory per the policy, and (b) the key is returned to the RM when the recurring rental ends otherwise the renting organization's deposit is forfeited.
6. When a renter does not return a key, the RM advises the Key Custodians and Board, who jointly assess the risk and determine any mitigation to prevent unauthorized building access.

Procedure for Providing Key Lockbox Code

1. A person who meets the policy requirements for receiving the code to the key lockbox sends an email request to admin@uuflg.org with the reason for their request. Knowledge of the code is intentionally limited.
2. The Key Custodian verifies the individual requesting the lockbox code meets the policy requirements above. If no, the KC provides the requestor with workarounds.
3. Upon confirmation of meeting the policy requirements, the KC replies to the requestor with confirmation they meet the requirements for key access via the lockbox and requests them to reply in email that they agree to comply with the associated responsibilities per the policy. The KC should include in their reply the link to this document on the uuflg.org website.
4. Upon receipt of agreement, the KC completes the tab entitled "Lockbox" of the Key Assignment Log to track who knows the key lockbox code.
5. The KC verbally provides the code and shows how to open and close the lockbox if necessary. The KC instructs the code recipient to always return the key right after unlocking the door to prevent locking the key inside the building.

Procedure for Ending Building Key Access

1. When a non-rental key holder is no longer authorized building access or decides to surrender their building key, the Key Custodian (KC) collects the key and enters the return date in the tab entitled "Keys" of the Key Assignment Log. If the key is not returned, see step 4.
2. When a date-specific rental is finished or a recurring rental ends, the Rentals Manager (RM) collects the key and records the return date in the tab entitled "Renters" of the Key Assignment Log. If the key is not returned, see step 4.
3. When the code holder is no longer authorized access to the building (e.g. changed responsibilities, left the organization, etc.) the KC must advise the Board of this in writing for it to timely assess the risk and oversee any mitigation to prevent unauthorized building access (i.e. change the lockbox code or remove the key lockbox).
4. When a key is not returned, the RM or KC must advise the Board of this in writing for it to timely assess the risk and oversee any mitigation to prevent unauthorized building access (e.g. rekey the building door locks).