



Access Control: Key Control Policy

No. 5620

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6/16/1993

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Policy Owner:
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Affected Parties:
Faculty
Staff

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1.0 Purpose

This is a statement of policy regarding access control of buildings and property owned or occupied by Virginia Tech. This policy will serve as the framework by which keys to university buildings will be issued, monitored, and maintained. The Access Control Office within the Division of Facilities and the Virginia Tech Police Department shall implement and oversee the procedures set forth herein.

The Access Control Office and Virginia Tech Police Department shall work closely with the campus community to ensure that all university access needs are met. The dual responsibility of the two organizations will ensure checks and balances to a critical, high-risk university program. Key issuance and control for Housing and Residence Life is governed by the [Housing Policies](#).

The issuing of keys, maintenance of physical security devices, and other arrangements concerning security for leased properties other than those at the Virginia Tech Corporate Research Center are covered by the specific lease agreement for the property in question.

1.1 Objectives

1. To achieve maximum physical security with minimum logistics.
2. To establish control of the campus keying system including key duplication and distribution.
3. To establish a recorded chain of accountability for all keys issued.
4. To restore physical security in a timely manner whenever key control has been compromised.

2.0 Policy

This policy applies to any individual who is granted authorized access to any Virginia Tech property and to all keys and devices that control access to Virginia Tech property.

2.1 University Guidelines

1. No person shall knowingly possess an unauthorized key to property owned by the Commonwealth of Virginia through Virginia Tech. Hokie Passport Services, the Access Control Office and the Virginia Tech Police Department are the only authorized vendors for university keys.
2. All keys remain the property of Virginia Tech. Keys that are no longer needed shall be promptly returned to the departmental Key Control Designate or to the Access Control Office.
3. All members of the university community are responsible for keys assigned to them.



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4. Lost keys must be reported immediately to the appropriate Department Head and to the Access Control Office.
5. Stolen keys must be reported immediately to the appropriate Department Head, the Access Control Office, and to the Virginia Tech Police Department.
6. The installation, changing, or removal of locks shall be performed only by an authorized Access Control Office designate.
7. Installation of electronic keypads, proximity readers, biometric locks, or card readers require the approval of the Virginia Tech Police Department and the Access Control Office prior to purchase. All new or replacement card reader installations must use the Hokie Passport Services integrated system or receive a written exemption from the Chief of the Virginia Tech Police Department. Magnetic (mag) locks are not to be used unless fail safe devices are required by code and only then when no other practical solution exists. The following clause is to be incorporated into all solicitations for the above-mentioned goods or services:

SECURITY LICENSE: In accordance with Section 9.1-138 et seq. of the Code of Virginia (1950), the Bidder/Offeror shall be licensed by the Department of Criminal Justice Services for solicitations that include the following work: installation, service, maintenance, or design of security equipment; security officer service; central station alarm condition monitoring service; and/or private investigator service. Licenses must be obtained prior to submitting a bid/offer. The Bidder/Offeror shall place their license number in the space provided below:

Private Security Services Business License Number: _____

Unauthorized locks are prohibited on doors and if found will be removed and discarded. Any damage or repair necessitated by the removal of unauthorized locks will be the responsibility of the department found in violation of this policy. Purchases must be approved by the Virginia Tech Police Department and an Access Control Office representative.

8. Keys should at no time be left unattended (i.e., hanging in a door lock, lying on a desk, etc.).
9. Only the manager of the Access Control Office shall have access to the university master key or the storage box containing master keys at any time.
10. The on-duty police supervisor will have access to the Key Control Office after hours for emergencies only. A master key is maintained in a secure box at the Police Department for emergencies only.

2.2 Departmental Responsibility

1. Deans, Directors, or Department Heads or their specific designates shall be the only personnel authorized to request keys or lock changes within their respective departments. Departmental designates shall have their authority delegated in writing by their respective Department Head.
2. Each department shall establish and implement a key control record-keeping system that will ensure accountability for all departmental keys. All records will be considered high security and confidential and shall be kept current at all times. The Access Control Office will assist each department in developing a workable key control system using the latest information available. Whenever a key audit is requested, each department shall be required to allow examination of all key control records and departmental file keys.
3. Each department is responsible for developing and enforcing a key return policy. All students, faculty, and staff members must promptly surrender all university keys assigned to them upon termination or transfer to another department.



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4. Keys are not to be transferred from their assigned carrier to another without proper departmental authorization.
5. Each department is responsible for the total cost of lock changes and new keys to secure areas compromised by lost or stolen keys.

2.3 Policy Enforcement

The university regards any violation of this policy as a serious threat to security, including security compromises caused by failure to retrieve keys from departing users. Individuals who violate this policy are subject to the terms described in the following sections of the CODE OF VIRGINIA and applicable sections of the STANDARDS OF CONDUCT AND PERFORMANCE for state employees.

*18.2-503. Possession or duplication of certain keys:

1. No person shall knowingly possess any key to the lock of any building or other property owned by the Commonwealth of Virginia, or a department, division or agency thereof, without receiving permission from a person duly authorized to give such permission to possess such key.
2. No person without receiving permission from a person duly authorized to give such permission shall knowingly duplicate, copy, or make a facsimile of any key to a lock of a building or other property owned by the Commonwealth of Virginia, or a department, division, or agency thereof.

Violation of this section shall constitute a class 3 Misdemeanor (Code 1950, *18.1-408; 1972, C. 1939; 1975, CC 14, 8).

3.0 Procedures

Interdepartmental Service Requests (ISR) or Facilities Service Requests (FSR) for lock changes and/or keys should be completed and forwarded to the Facilities Business Office for processing. For assistance in proper completion, please contact Facilities Finance in the Facilities division. The department requesting keys will then be notified by the Access Control Office when the keys have been duplicated. Departmental Key Control Designates will sign for and pick up completed key orders at the Virginia Tech Police Department.

1. Keys to areas with special security or potentially hazardous areas such as electrical switch vaults, CNS Rooms, biological labs with the BSL-3 designation, and labs designated by Environmental Health and Safety (EHS) as having other specific hazards, will not normally be issued by the Access Control Office without prior notification to the responsible party occupying the space and EHS or CNS. If an urgent concern that needs to be immediately addressed exists and the responsible party cannot be contacted, the Access Control Office Manager will utilize resources such as the Virginia Tech Police Department, EHS, CNS, and/or the Assistant Vice President for Facilities Operations in order to evaluate the potential benefits and hazards of providing access. Certain areas (i.e. BSL3, ABSL3, and select agent areas) will require an FBI and EHS security clearance prior to providing access unless other arrangements have been made to secure access to these materials prior to entry.

Parties desiring to limit access to their spaces must contact the Access Control Office Manager for assistance. The Access Control Office Manager will evaluate the request and may seek the assistance of the Virginia Tech Police Department, EHS, CNS, and the Assistant Vice President for Facilities Operations in arriving at a decision. During the evaluation process, the potential risks associated with delayed or



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restricted access in an emergency situation will be considered. Parties requesting limited access to spaces must have a plan in place to ensure that a responsible person is available on a 24-hour basis in case a situation requiring urgent access should arise. Costs associated with approved limited access requests will be the responsibility of the requesting department.

2. The issuing of keys, maintenance of access control devices, and other matters pertaining to physical security for rental properties are covered by the appropriate lease agreement for the property in question. The university's proprietary key system will not normally be used in these locations due to the need to maintain the security of the system. Questions concerning physical security for rental properties should be directed to Real Estate Management (REM) for discussion with the appropriate landlord.

4.0 Definitions

5.0 References

Access Control Office

<https://www.facilities.vt.edu/operations/locks-and-keys.html>

Division of Facilities Customer Service

<https://www.facilities.vt.edu/customer-service.html>

Virginia Tech Police Department

<https://police.vt.edu/>

Hokie Passport Services

<https://www.hokiepassport.vt.edu/>

Virginia Tech Housing Policies

https://housing.vt.edu/content/dam/housing_vt_edu/contracts/apply/Housing%20Policies.pdf

6.0 Approval and Revisions

Approved June 16, 1993, by Vice President for Finance and Treasurer, Raymond Smoot.

Approved June 16, 1993, by Associate Vice President for Personnel and Administrative Services, Ann Spencer.

- Revision 1
 - Section 1. Added statement about key issuance for Residential and Dining Programs.
 - Section 2. Expanded statement to include all keys and devices.
 - Section 2.1. Added guideline #6. Added statement about purchase approval to #7.
 - Section 3. Changed completed key order pickup location from Key Control Office to the Virginia Tech Police Department.

Approved June 4, 1999, by Vice President for Finance and Treasurer, Raymond D. Smoot, Jr.

- Revision 2
 - Section 2.1, #6: - Referenced Code of Virginia corrected to section 9.1-138 et seq.

Approved May 8, 2002 by the Vice President for Administration and Treasurer, Raymond D. Smoot, Jr.



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- Revision 3
 - Section 1: Changed “or operated” to “or occupied” to clarify leased property agreements. Added statement addressing key issuance & maintenance of physical security devices for leased property.
 - Section 2.2.6: Added statement concerning not sharing keys or codes to potentially hazardous areas.
 - Section 3: Added Facilities Service Request as additional approved document used for formal requests.
 - Section 3.1: Added statement defining procedure for restricted access
 - Section 3.2: Added statement defining procedure for leased properties

Minor technical corrections.

Approved April 23, 2007 by the Executive Vice President and Chief Operating Officer, James A. Hyatt.

- Revision 4
 - Updates to departmental names and university policies throughout.
 - Section 2.1: Clarified process for reporting lost or stolen keys.
 - Section 2.1.7: Added statement standardizing card reader systems to the HPO integrated system. Added guidance concerning the use of fail-safe magnetic (mag) locks.

Approved December 13, 2010 by Vice President for Administrative Services, Sherwood G. Wilson.

- Revision 5
 - Technical updates to titles.

Approved January 3, 2017 by Vice President for Administration, Sherwood G. Wilson.

- Revision 6
 - Updated policy throughout to reflect the Key Control Office, as the Access Control Office.
 - Updated policy throughout to reflect the Hokie Passport Office, as Hokie Passport Services.
 - Section 1: Updated the section to reflect that the Key issuance and controlled access for Housing and Residence Life is governed by the Housing Policies. Updated the website for Housing Policies, for reference.
 - Section 1: Updated Facilities Department to Division of Facilities.
 - Section 3: Updated Facilities Business Office, to Facilities Finance.
 - Section 3: Updated the title of the Director of Facilities Operations to Assistant Vice President for Facilities Operations.
 - Section 3: Updated Key Control Manager to Access Control Office Manager.
 - Added the acronym REM for Real Estate Management.
 - Section 5: Added references.

Approved March 10, 2025 by Vice President for Facilities, Dwyn Taylor.